



eConsole User's Guide

This document will help you navigate the eConsole user's web interface. The features and functions discussed in this document are for the everyday eConsole user. There are additional guides for the eConsole Office Manager, Call Center (Supervisor and Agent), and the PC Attendant, which can all be found on [ESI's Resource Library](#).

Contents

<i>Getting Started</i>	4
<i>Accessing eConsole</i>	4
Supported Browsers	4
Logging In	4
<i>Single Sign-On</i>	5
Using Single Sign-On	5
<i>Multi-Factor Authentication (MFA)</i>	6
Installing the Google Authenticator Chrome extension	6
eConsole Setup	9
Logging in with MFA to eConsole	11
<i>Homepage Layout</i>	12
New Voicemail Messages	12
Recent Call History	13
Active Answering Rule	13
Active Phones	13
<i>Messages</i>	14
Voicemail tab	14
Persistent Voicemail reminders	15
Chat and SMS tab	16
Start new chat conversation	16
Replying to message	18
Delete a message	18
Settings tab	18
Enable Voicemail	18
Inbox Options	18

Greetings	19
Notifications	21
Text to Speech	22
Setting up Text-to-Speech	22
Tips	23
ESI eFax for Cloud	23
Contacts	24
Add Contact	24
Import	24
Export	24
Contact Types	25
Contacts Status Icon	25
Chat with contact	26
Edit	26
Answering Rules	26
Add Rule	27
Time Frame	27
Enabled	27
Do Not Disturb	28
Call Screening	28
Call Forwarding	28
Simultaneous Ring	29
Just ring user's extension	29
Answering Rule Example	30
Part 1 – Working Hours	30
Part 2 – After Hours	31
Final Result	31
Ring Answer Timer (Duration)	31
Allow and Block Phone numbers	32
Block anonymous or unknown	32
SPAM Calls	32
Time Frames	34
Adding Time Frames	34
Edit Time Frame	36
Delete Time Frame	36
Phones	36
Device Name Lettering Format	36
Music on Hold (MOH)	38

Adding Music _____	38
Adding an Introduction Message _____	39
Adding a Comfort Message _____	40
Call History _____	42
Call History Filters _____	42
Calls Displayed _____	42
Exporting Call History _____	43
Button Mapping _____	44
Program a Button _____	44
eConsole Special Features _____	46
Attendant Console _____	46
ESI Webphone _____	46
Profile _____	47
List in Directory _____	47
Caller ID Information _____	47
Change Account Security _____	47
Change Voicemail PIN _____	48
Log Out _____	48
eHelp _____	48
Access Dashboard _____	48
SMS Campaigns _____	48
Report an Issue _____	49
Enhanced Call Security _____	49
ESI Click-to-Call Google Chrome extension _____	50
What is ESI Click-to-Call _____	50
Installing the Click-to-Call extension on Google Chrome _____	50
Logging in _____	51
Using Click-to-Call _____	53
Where can I use click to call _____	55

Getting Started

Welcome to eConsole!

ESI eConsole allows you to make calls, manage your call history, voicemails and chat with other users in the organization and much more. We will discuss how to use the eConsole applications so you understand what the applications do, the configuration options that control the behavior of the application, and how to configure the application to meet your needs.

The following topics are discussed in separate documents found on [ESI's Resource Library](#).

- PC Attendant: Document 0455-0063
- Webphone: Document 0455-0097
- Office Manager: Document 0455-0357
- Call Center: Document 0455-0015

Accessing eConsole

To manage your account, you will access the eConsole Dashboard from your web browser by going to this URL my.esihs.net.

Supported Browsers

Browser	eConsole	Webphone
Chrome	Supported (Recommended)	Supported (Recommended)
Safari	Supported*	Not Supported
Firefox	Supported*	Not Supported
Edge	Not Supported	Not Supported
Opera	Not Supported	Not Supported

*Some functionality may not be visible or usable, specifically windows that popup when clicking on certain features in eConsole.

Logging In

The following login screen will appear when accessing my.esihs.net. On the login page, enter your credentials provided by your administrator. After entering your credentials, you are taken to the home page of your account.

There are two ways to login to eConsole.

Use the credentials provided by your system administrator (IT or Office Manager). These credentials will consist of your domain name and password. (i.e., 1000@acmecocom, p/w 1234). ESI strongly recommends updating your password after your first login.

Use the credentials you use for Google, Office 365 or Apple. This is known as [Single Sign-On \(SSO\)](#).

Single Sign-On

Single Sign-On (SSO) is an authentication scheme that provides cloud users with alternative means (credentials) to login to the eConsole, Webphone, or ePhoneGo applications. Users can now use their Google or Microsoft 365 credentials to log in.

Note: SSO for ePhoneGo Android will be available in September 2021.

SSO will not replace the existing means of logging in to the applications mentioned above, but is an alternative method for users that prefer to manage fewer user IDs and passwords.

The benefits of single sign-on include:

- Fewer credentials to manage.
- Better enforcement of security protocols.
- Expedited logins.

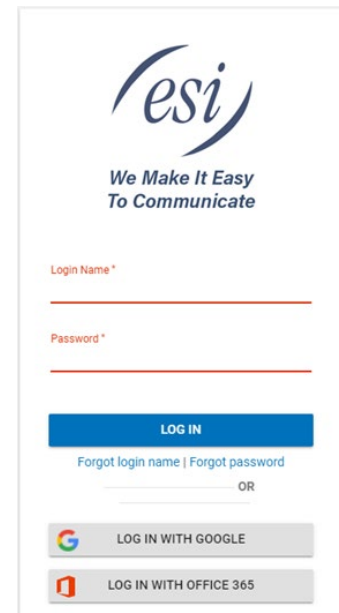
Using Single Sign-On

When SSO is enabled on the domain, all users will see a similar screen during login.

The user can then login using his/hers ESI credentials or use Google or Microsoft 365 to login to the desired application.

If there is a problem with logging in using Google or Microsoft 365, be sure to log into your Google or Microsoft 365 account, check the credentials and try again.

If you have problems logging using SSO, first login to your Google or Microsoft account to ensure the credentials are correct.



The screenshot shows the ESI login interface. At the top is the ESI logo with the tagline "We Make It Easy To Communicate". Below the logo are two input fields: "Login Name *" and "Password *", each followed by a red horizontal line indicating the input area. A blue "LOG IN" button is positioned below the password field. Underneath the button are links for "Forgot login name" and "Forgot password". A horizontal line with the word "OR" in the center separates the standard login fields from the social login options. There are two buttons at the bottom: "LOG IN WITH GOOGLE" featuring the Google logo and "LOG IN WITH OFFICE 365" featuring the Office 365 logo.

Multi-Factor Authentication (MFA)

Multi-factor authentication (MFA) is a multi-step account login process that requires users to enter more information than just a password. For example, along with the password, users might be asked to enter a code sent to their email, answer a secret question, or scan a fingerprint.

While passwords protect digital assets, they are often not enough protection from cybercriminals. Multi-factor authentication acts as an additional layer of security to prevent unauthorized users from accessing your account, even when the password has been stolen. Businesses use multi-factor authentication to validate user identities and provide quick and convenient access to authorized users.

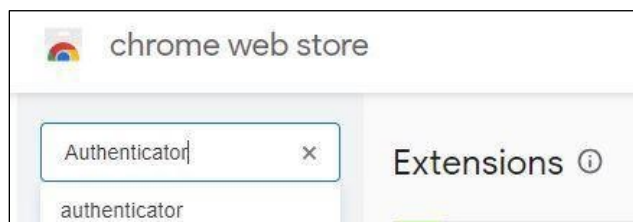
ESI provides this additional security step for eConsole users to ensure only the right person gets access to the eConsole. ESI's MFA uses the Google Authenticator Chrome extension for this purpose.

These are the procedures to follow for a user to enable MFA for his/her eConsole account.

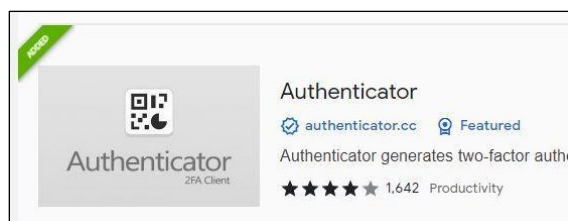
Installing the Google Authenticator Chrome extension

1. Using your Chrome browser, copy the following URL and paste it in the search field of the browser: <https://chrome.google.com/webstore/category/extensions>

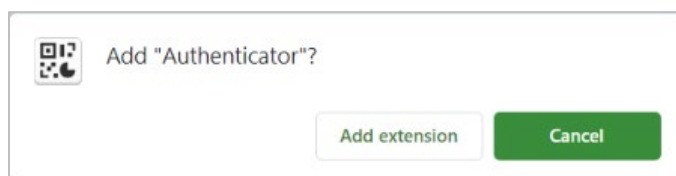
2. In the "Search the store" field, type "Authenticator" and press ENTER



3. Different selections may appear but you'll want the Authenticator Extension by authenticator.cc.



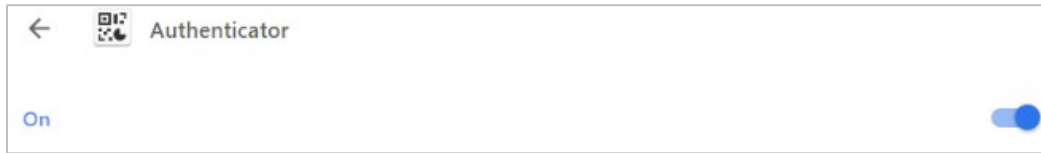
4. Select this Authenticator and click the blue "Add to Chrome" button. Select "Add Extension" in the popup.



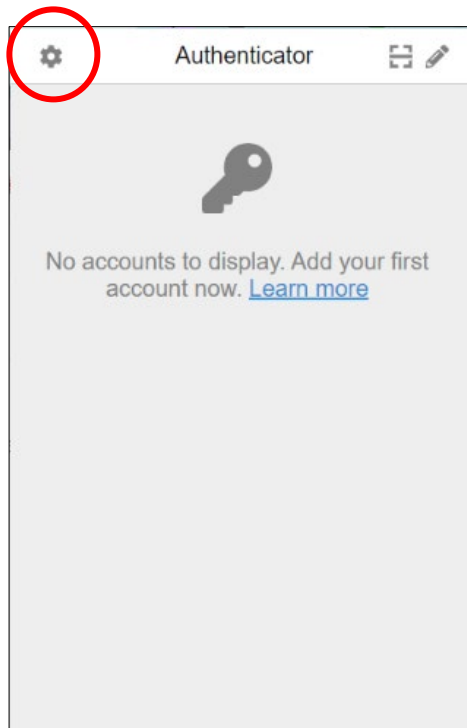
5. Once installed the Extension will appear in the upper right of your Chrome browser. Be aware that the Authenticator Extension may be hiding under the puzzle piece icon.



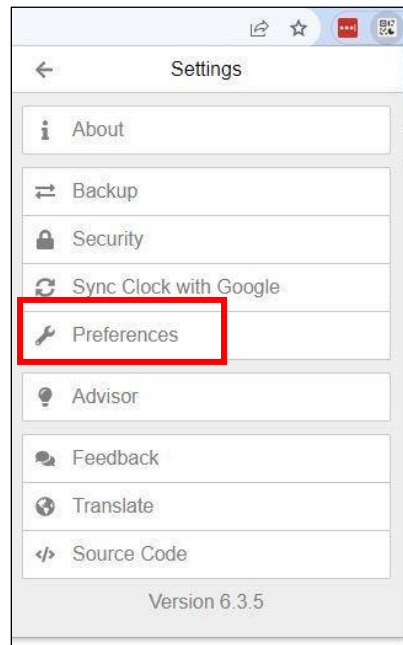
6. Right click on the Authenticator Extension icon and select "Manage Extensions". Make sure the extension is **ON** (enabled).



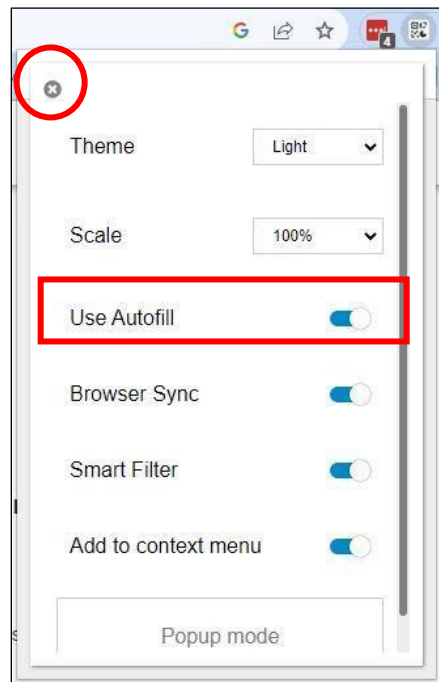
7. Set up the authenticator to autofill. To do this left click on the Authenticator icon and click on the Settings icon (pencil).



8. Select the "Preferences" option from the menu.



9. Enable Autofill to the ON position (blue) and then click on the X at the top-left of the panel.

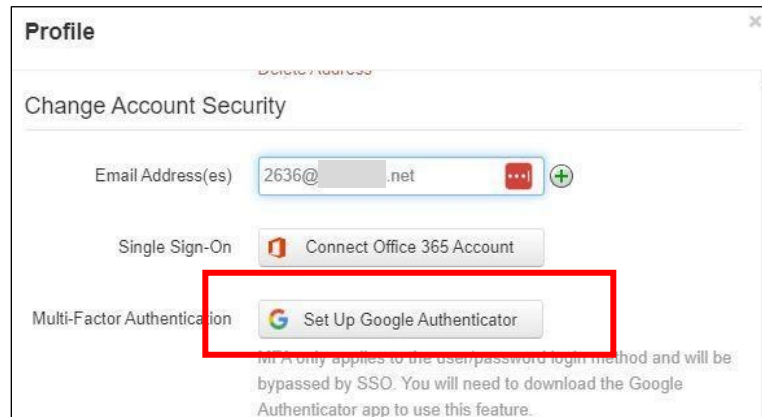


eConsole Setup

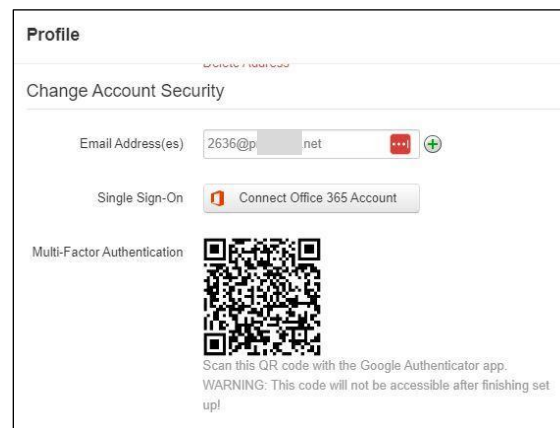
1. Login to the eConsole and go to your Profile.



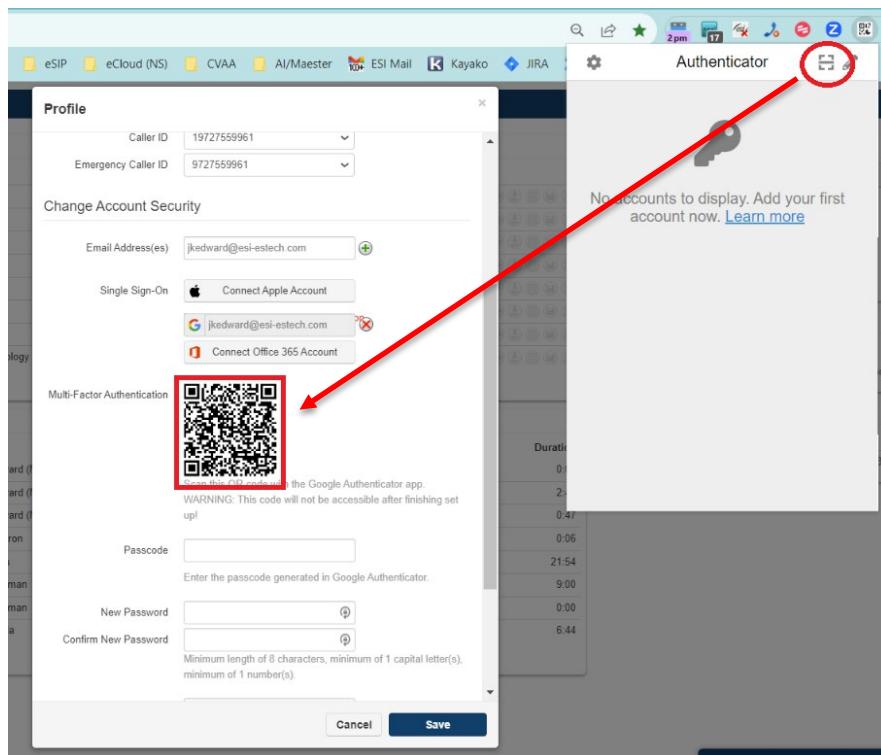
2. Scroll down to the "Change Account Security" section and click the "Set Up Google Authenticator" button.



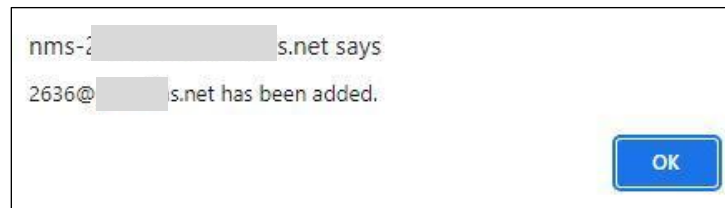
3. A QR code will appear on the panel and you will be asked to scan it with the Google Authenticator app.



4. While in eConsole, with the Profile popup present, click on the Authenticator Extension icon at the top-right of your browser. Then click on the scanner icon on the pop-up window.
5. Using your mouse, cover the QR code in the Profile panel.



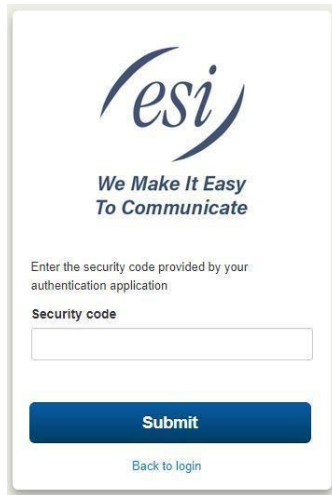
6. You will get a confirmation message stating that your account has been linked to the Authenticator.



7. Click on the OK button and log out of eConsole.

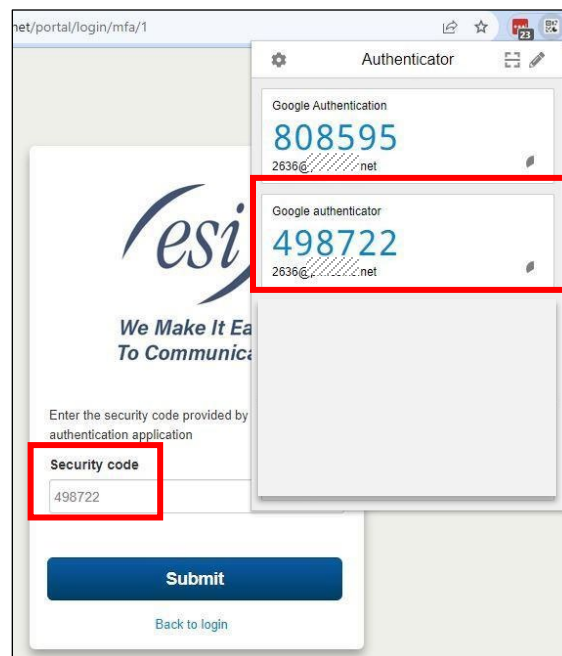
Logging in with MFA to eConsole

1. Login to the eConsole as usual. A new panel will appear after you enter your eConsole credentials asking for an authentication code.




The image shows a web form for MFA authentication. At the top is the 'esi' logo with the tagline 'We Make It Easy To Communicate'. Below this, it says 'Enter the security code provided by your authentication application'. There is a text input field labeled 'Security code'. At the bottom is a blue 'Submit' button and a link that says 'Back to login'.

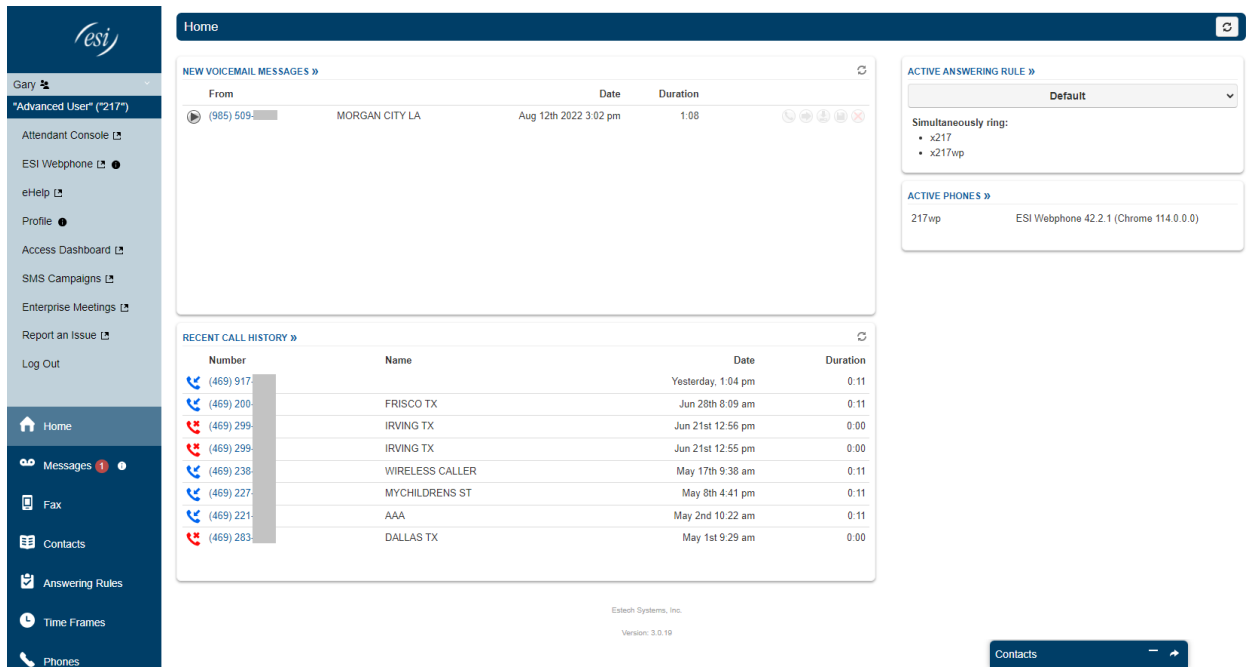
2. Click on the Authenticator icon on your browser and then click on the second code from the list, that will result in the code being copied to the Security Code field of the authentication step.



You will now be logged into eConcsole.

Homepage Layout

On the left side of eConsole click on your name to expand the list to reveal additional features. You will see the link for the Home page  Home. Click it to view the home page.



















On the left side of the home page is a navigation menu as shown in the picture above. The menu is divided into two sections.

- The light blue section provides access to optional features as described in the [eConsole Special Features](#) section.
- The dark blue section of the menu is where you manage the eCloud PBX services, which is described in the [eConsole User Services](#) section.

New Voicemail Messages

The Messages panel displays all new voicemails. The voicemails are displayed with the number of the caller that left a voicemail, their Caller ID name, followed by the date and time the message was left and the duration of the voicemail.

NEW VOICEMAIL MESSAGES »				
From		Date	Duration	
(217) 212-6190	Brent Erickson	Today, 11:37 am	0:49	   
(818) 555-7979	Brendan W Lash	Today, 10:50 am	0:53	   
(212) 555-8311	Doug S. Hope	Today, 10:42 am	0:13	   

To the right of the message you will also see the options to Call to Play , forward the voicemail , download the voicemail locally to your computer , or delete the voicemail message .









Recent Call History

The Recent Call History panel provides an overview of the last 10 calls.

The color icons to the left of each call log entry mean

- Green – an outbound call
- Red – the incoming call was not answered.
- Blue - an inbound call was answered
- Blue dots - the call was on a conference bridge

To see all your call history click on Call History in the navigation menu.

RECENT CALL HISTORY »				
Number	Name	Date	Duration	
 1055	New User	Today, 2:01 pm	0:01	
 (858) 764-5232		Today, 1:58 pm	0:00	
 3000		Today, 1:52 pm	0:00	
 3000		Today, 1:52 pm	0:00	
 (217) 212-6190	Brent Erickson	Today, 1:48 pm	0:28	
 (217) 212-6190	Brent Erickson	Today, 1:17 pm	1:05	

Active Answering Rule

To the right you will see the Active Answering Rule window, which will display which rule is currently active and provide a summary of how calls are routed when they reach your extension. You can select a different answering rule by clicking the Active Answering Rule drop down and selecting a different rule. For complete information on how to use your answering rules, please refer to the [Answering Rules](#) section in this document.

ACTIVE ANSWERING RULE »

Default ▼

Simultaneously ring:

- x5232
- (619) 344-1806
- x5232d

Forward when unanswered to:

- Voicemail - 5232 (Nathan Donovan)

Active Phones


The Active Phone panel lists the active phones currently registered to your account. This includes not only physical phones, but the webphone and the mobile application as well. If you do not see a device listed there that should be, that means the device is not configured for your account or the device is currently unregistered.

ACTIVE PHONES »	
217i	ESI ePhoneGo2/21.1.4 (build 1925489; iO...
217wp	ESI Webphone 42.2.1 (Chrome 114.0.0.0)

eConsole User Services

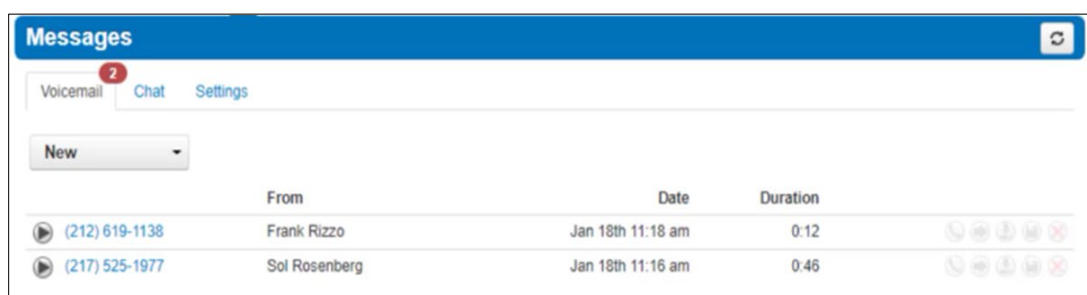
The various options shown in the dark blue, left navigation menu are discussed in this section.

Messages

The Messages icon  is where all your voicemails, chat messages, SMS messages and voicemail options are located.



Voicemail tab

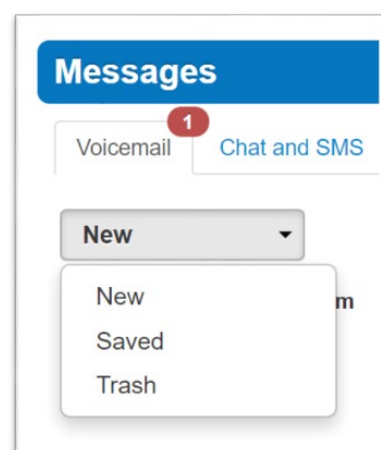
Clicking the Message Center icon will take you to the Messages center voicemail tab. You will see a new message indicator showing how many (if any) new voicemails your account has.



Click the play icon  to play the message. Click the stop icon  to stop playing the message.






Underneath the tab selection you will see a drop down, which allows you to display new voicemails, saved messages, or trashed messages.

- **New** – New voicemail messages displayed with the caller's phone number, Caller ID name (if available), along with the date, time and duration of the message.
- **Saved** – Saved messages are messages that have been saved by clicking the Save icon .
- **Trash** – Trash messages are messages that have been deleted by clicking the delete icon . The Trash folder is auto deleted each day.



To the right of the message and message information you will see the voicemail management options which include call to play, forward, download, save and delete.



- **Call to Play** - The phone icon  will playback the voicemail from within eConsole.
- **Forward Voicemail** – The right arrow  will forward the voicemail to another extension.
- **Download Voicemail** - The down arrow  will download the voicemail to your computer, which is saved a regular WAVE file.
- **Save** - The disk icon  will save the to your to your Saved list and will appear when selecting the Saved option from the voicemail dropdown box options.
- **Delete** - The delete icon  will move the voice mail to Trash.

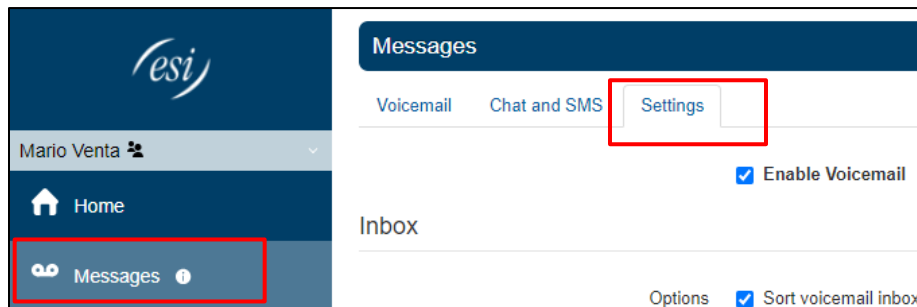
Persistent Voicemail reminders

A Voicemail Reminder is a persistent notification that alerts users by email, phone, and SMS when there is a new voicemail message. It is a critical feature in time-sensitive or otherwise urgent situations. Whether it be an elderly resident slipping and falling in a retirement facility, a renter's sink flooding in an apartment building, or a business's server going down, a persistent reminder of a voicemail message can help ensure a rapid response in any potentially serious situation.

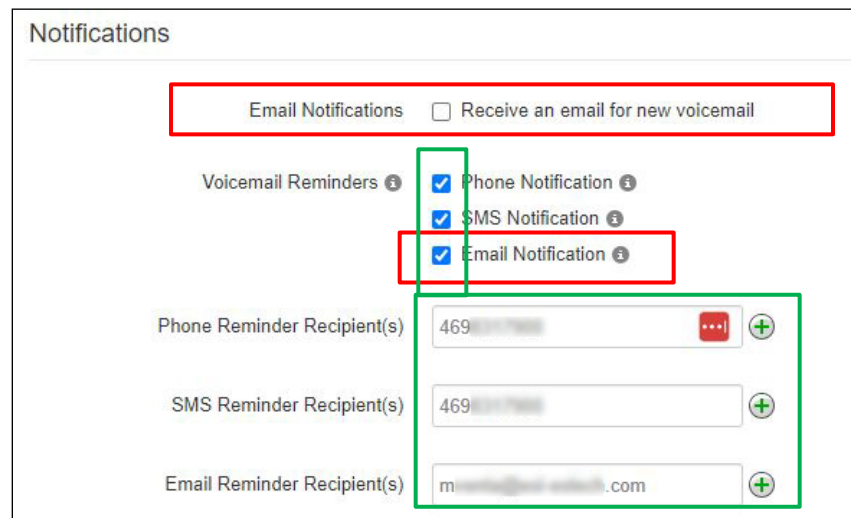
Users will be "reminded" at a configured interval until the status of the voicemail message is "saved" or moved to "trash". Only these actions strip the message of its "new" status.

Enabling the feature in eConsole.

1. Logged in to eConsole, navigate to Messages >> Settings.

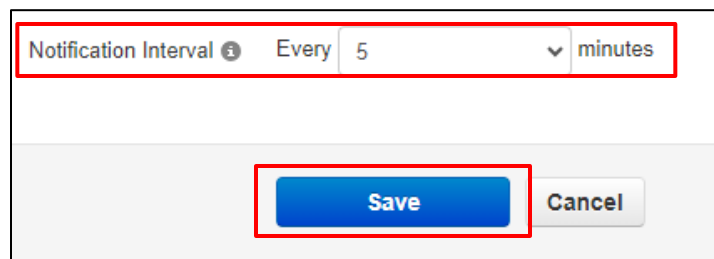


2. To enable voicemail reminders, scroll down to the bottom of the panel and check the box next to the method of communication: email reminder, phone reminder, SMS reminder. Then enter the corresponding values in the appropriate field for either email(s), 10-digit phone number(s), SMS number(s), or either email(s). Use the green + button to add values for the 3 different fields. If you select "Email notification", make sure you uncheck the "Receive an email for new voicemail" option which is the current single (non-persistent) notification to avoid duplicate emails for your first notification.



Note: If there is an **After Email Notification** method selected under the **Receive and email for new voicemail** option, such as moving the voicemail message to "saved" or "trash", then "voicemail reminders" will not apply.

3. Set the reminder interval with the dropdown (in minutes). This is the length of time that will lapse between voicemail reminders. Click **Save** when finished making changes.



Notification Interval ⓘ Every 5 minutes

Save Cancel

You will now receive periodic reminders via phone, SMS or email (or any combination of them) at the desired interval.

Warning: Be careful when setting these reminders as they will continue indefinitely until the message is moved to "saved" or "trash".

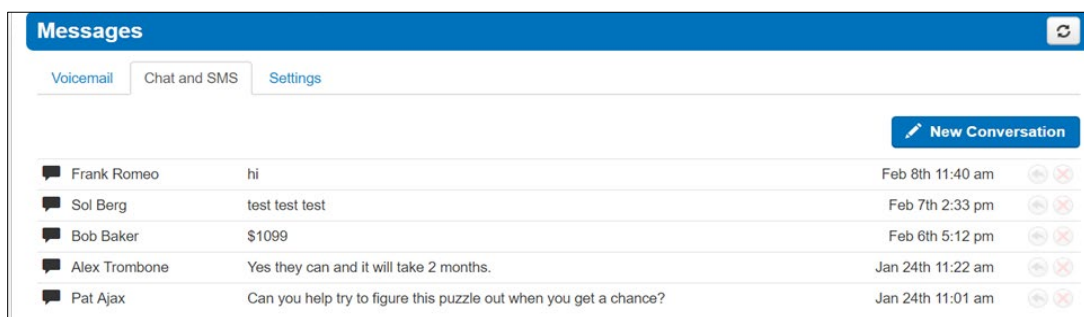
Chat and SMS tab

On the Chat and SMS tab you can see all of your Chat and SMS conversations.

Office Managers cannot view other user's texts or chats unless the account is setup as a SITE. In which case the Office Manager can click Masquerade in eConsole to login as that user.

Note: Chat means instant messaging with users within the PBX using their extension number, while SMS is the regular mobile service for Short Messages which requires a mobile number. The SMS in this tab is not the SMS used with MessageMedia, which is a different application.

Messages are displayed with the contact's name, the first line of the message, the date and time along with two button options.

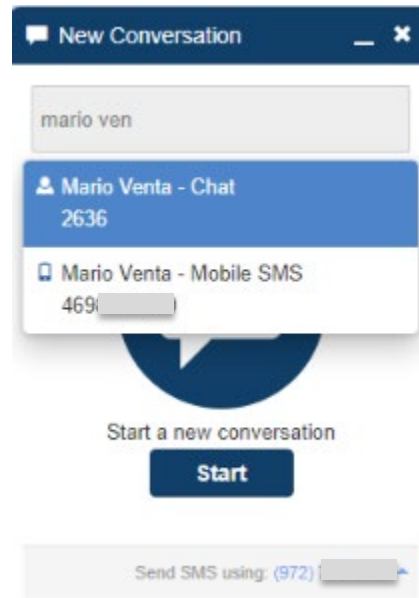


Messages			
Voicemail Chat and SMS Settings			
New Conversation			
Frank Romeo	hi	Feb 8th 11:40 am	[Reply] [Delete]
Sol Berg	test test test	Feb 7th 2:33 pm	[Reply] [Delete]
Bob Baker	\$1099	Feb 6th 5:12 pm	[Reply] [Delete]
Alex Trombone	Yes they can and it will take 2 months.	Jan 24th 11:22 am	[Reply] [Delete]
Pat Ajax	Can you help try to figure this puzzle out when you get a chance?	Jan 24th 11:01 am	[Reply] [Delete]

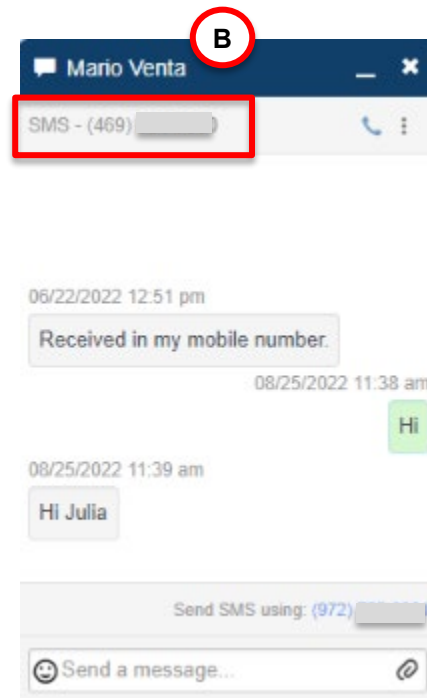
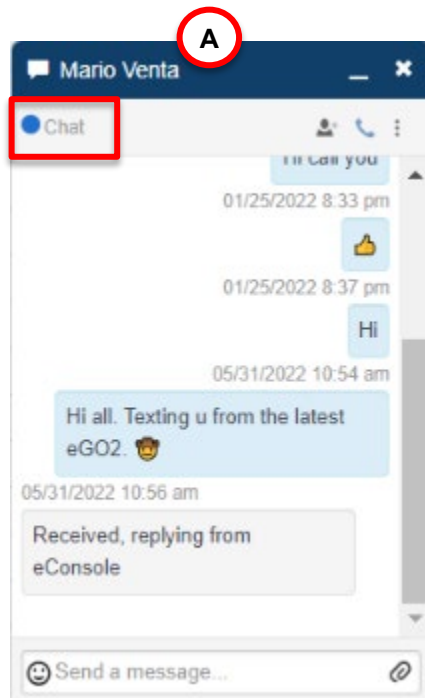
Start new chat conversation

To start a new conversation


1. Click the New Conversation button **New Conversation** in the upper right-hand side and a new chat window will appear.
2. Start typing the user's name to see a list of everyone in the organization you can select from. Or in your contacts widget **Contacts** located in the lower right of the screen click the message icon next to the desired contact name.
3. After selecting a contact the following window will appear. Your choices in this window vary based on the contact number you chose.

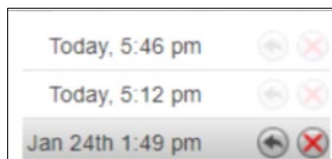


- If you chose another extension in your organization you will only be able to perform an internal chat. When you click Start you'll see "Chat" in the upper left.
- If you chose a phone number you will be able to send an SMS text. When you click Start it will show the phone number you're texting to in the upper left.




Replying to message

If you would like to reply to a message, simply type in the chat window that displays when receiving a message. You can also click the reply icon  to the right of the message in the message center.



Delete a message

To delete a message, click delete  that appears next to the reply button when hovering over the message.

Settings tab

The settings tab is where you can make changes to how your account handles voicemail and is represented in the company audible directory as well as the Contacts of the organization.

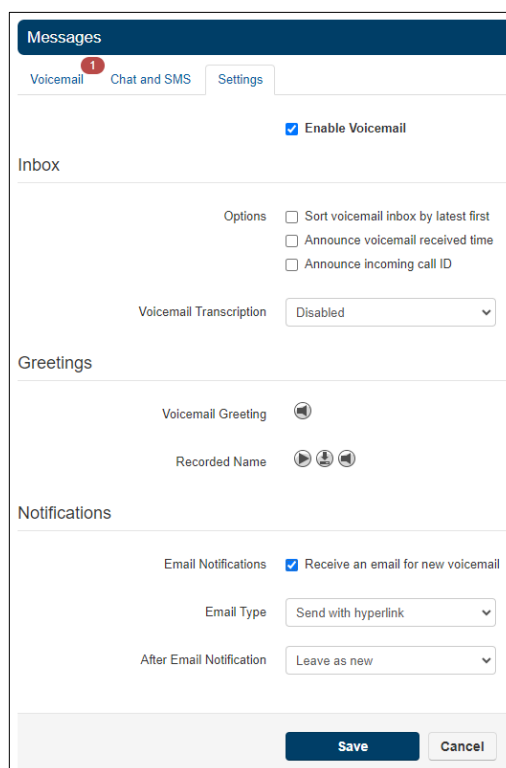
Enable Voicemail

You can enable (blue checkmark) or disable (empty checkbox) the voicemail by clicking the checkbox next to Enable Voicemail option. If the voicemail box is disabled you will not be able to receive any voicemails.

Inbox Options


These options allow you to control your experience when calling into your voicemail box and checking your messages over the phone.

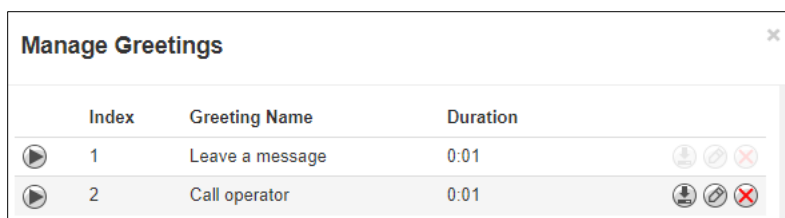
- Sort voicemail inbox by latest first – Enabling this option will configure your voicemail to play the most recent message as the first message you hear (older message play first). If this option is not enabled the voicemails will be played in the order they were received (newest message play first).
- Announce voicemail received time – Enabling this option will have the receive time of the voicemail read to you before playing back the message.
- Announce incoming call ID – enabling this option will have your voicemail read the caller ID number to you before playing back the message.

A screenshot of the 'Messages' settings page. The page has a dark blue header with 'Messages' and three tabs: 'Voicemail' (selected), 'Chat and SMS', and 'Settings'. Below the tabs, there's a section for 'Enable Voicemail' with a checked checkbox. The 'Inbox' section contains 'Options' with three checkboxes: 'Sort voicemail inbox by latest first' (unchecked), 'Announce voicemail received time' (unchecked), and 'Announce incoming call ID' (unchecked). There's also a 'Voicemail Transcription' dropdown set to 'Disabled'. The 'Greetings' section has 'Voicemail Greeting' with a speaker icon and 'Recorded Name' with three icons. The 'Notifications' section has 'Email Notifications' with a checked checkbox, 'Email Type' dropdown set to 'Send with hyperlink', and 'After Email Notification' dropdown set to 'Leave as new'. At the bottom are 'Save' and 'Cancel' buttons.

Greetings

Under the voicemail inbox options, you will see the *Greetings* section. This is where you will record your Voicemail greeting and name to be used in the company directory.

You can have multiple voicemail greetings. By clicking the Manage icon  you can add greetings and select which greeting callers will hear when reaching your voicemail.







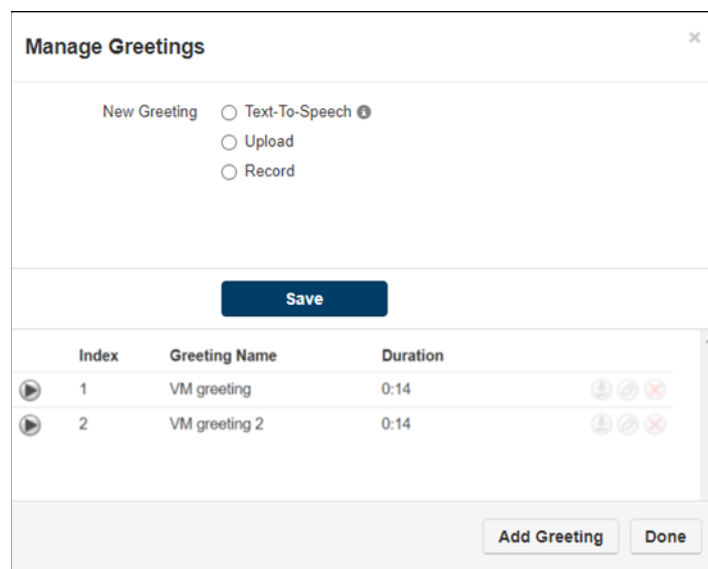
The screenshot shows a 'Manage Greetings' window with a table of existing greetings. The table has three columns: Index, Greeting Name, and Duration. There are two rows: Index 1 with 'Leave a message' (0:01) and Index 2 with 'Call operator' (0:01). Each row has three icons on the right: a play button, a download button, and a delete button.

Index	Greeting Name	Duration
1	Leave a message	0:01
2	Call operator	0:01

- Adding voicemail greetings - To add a voicemail greeting, click the *Add Greeting* at the bottom of the Manage Greeting page. You will see three options
 - Text-To-Speech – Will generate an audio greeting using a text-to-speech engine. For specific instructions on how to use this feature refer to the [Text-to-Speech](#) section in this guide.
 - Upload: Upload a WAVE file recording from your computer.
 - Record: This is using your ESI phone to live record a greeting.
 1. Select Record and enter a greeting name
 2. Enter the extension number to call and click Call.
 3. A call will automatically be placed to your extension. When your phone (webphone or mobile app) rings, answer it.
 4. Record your greeting at the beep. When finished, hang up.

After the greeting is created you will see four options for managing the greetings:

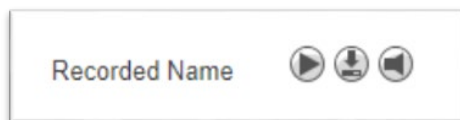
- The play icon  will play the greeting back through eConsole.
- The download icon  will download the greeting as a WAVE file to your computer.
- The edit icon  will allow you to edit or re-record the greeting.
- The delete icon  will delete the greeting.



The screenshot shows the 'Manage Greetings' window with a form to create a new greeting. The 'New Greeting' section has three radio buttons: 'Text-To-Speech' (selected), 'Upload', and 'Record'. Below the radio buttons is a 'Save' button. At the bottom of the window are 'Add Greeting' and 'Done' buttons. The table below the form shows two greetings: 'VM greeting' and 'VM greeting 2', both with a duration of 0:14.

Index	Greeting Name	Duration
1	VM greeting	0:14
2	VM greeting 2	0:14

- Recorded Name – Found in Message settings, the Recorded Name option allows you to record your name, which will be played when a caller selects to hear the company directing from the Auto Attendant.



- The options to record your name are exactly like those to record a voicemail greeting. Next to Recorded Name you'll see the following options:
 - Text-To-Speech – Will generate an audio greeting using a text-to-speech engine. For specific instructions on how to use this feature refer to the [Text-to-Speech](#) section in this guide.
 - Upload: Upload a WAVE file recording from your computer.
 - Record: This is using your ESI phone to live record a greeting.
 - Select Record and enter a greeting name
 - Enter the extension number to call and click Call.
 - A call will automatically be placed to your extension. When your phone (webphone or mobile app) rings, answer it.
 - Record your greeting at the beep. When finished, hang up.

A dialog box titled "Manage Recorded Name" with a close button (X) in the top right corner. Inside, under "New Recording", there are three radio buttons: "Text-To-Speech" (selected), "Upload", and "Record". Below these is a "Browse" button next to a text input field. At the bottom right are "Cancel" and "Upload" buttons.

- In eConsole, under the Profile menu option, be sure to enable “Announce in Audio Directory”, if you want your name to read out to callers. And if you enable this checkbox be sure your name is recorded, otherwise the caller will hear nothing.

A section titled "Directory Options" containing two checked checkboxes: "Announce in Audio Directory" and "List in Directory".

Notifications

Under Greetings you will see the Notifications options, which will allow you to manage your email notifications when a voicemail is left for you.

- Email Notification
 - Leaving the box unchecked disables email notifications.
 - Checking the box allows you to select the format of email notifications that you receive.
- Email Type
 - Send with hyperlink - an email will be sent with a hyperlink to download the message.
 - Send with attachment – an email will be sent that contain a WAVE file attachment that you can save to your computer.
- After Email Notification
 - Leave as new - Send email notification and leave voicemail as new.
 - Move to saved - Send email notification and move the message to the saved folder.
 - Move to trash - Send an email notification and move the message to trash folder.

Remember to click Save to keep your changes.

Notifications

Email Notifications

☒ Receive an email for new voicemail

Email Type

Send with hyperlink ▼

After Email Notification

Leave as new ▼


Text to Speech

Text-to-Speech allows you, the user, to type words into eConsole for the greeting you want to play back to callers. Text can be entered in English, Spanish or French (Canadian), any one of those three languages is selectable for each greeting. The entered text will be played back as the voice you choose in the voice menu options.


Anywhere that normally required a person to record a greeting through the phone's handset or to upload a pre-recorded greeting can now use Text-to-Speech.

- Office managers
 - Auto Attendant intro greeting & menu greeting
 - User's voice mail greeting & recorded name
 - Call Queue greetings
 - Music on Hold messages
- Individual Users
 - Voice mail greeting
 - Recorded name

Setting up Text-to-Speech

- Log in to eConsole.
- Access the page within eConsole from where you record the greeting. For example, greetings for Auto Attendants will be found on the AA page. Greetings for voice mailbox will be found under Settings on the Message page.
- Click on the Manage Greeting icon or Edit Greeting/Prompt icon .
- Select Text-To-Speech.
- Select the desired language from the dropdown menu.
- Type the phrase that you want played back to callers.
- Select the desired voice.
- Click the playback button to verify the greeting sounds the way you want.
- Make any adjustments and Save.

****Save the greeting itself and then Save changes to that page in eConsole.****



Tips

- Do not enter carriage returns in the message box.

Good	Bad
For Sales press 1. For Support press 2. For Accounting press 3.	For Sales press 1. For Support press 2. For Accounting press 3.
Thanks for calling. I'm away from my desk right now so please leave me a message.	Thanks for calling. I'm away from my desk right now so please leave me a message.

- Enter a comma where you want a pause.

Examples
For Sales press 1, For Support press 2, For Accounting press 3.
Thanks for calling, I'm away from my desk right now so please leave me a message.

- Some words may need to be spelled phonetically.


Examples	
"100"	"one hundred" or "one zero zero"
"Estech"	"Ez Tech"
"Amy Neidereiter"	"Amy Needer Rider"

ESI eFax for Cloud


Users can to send and retrieve faxes from the eConsole. This section describes the procedures for individual users to set up their fax preferences, send and retrieve faxes.

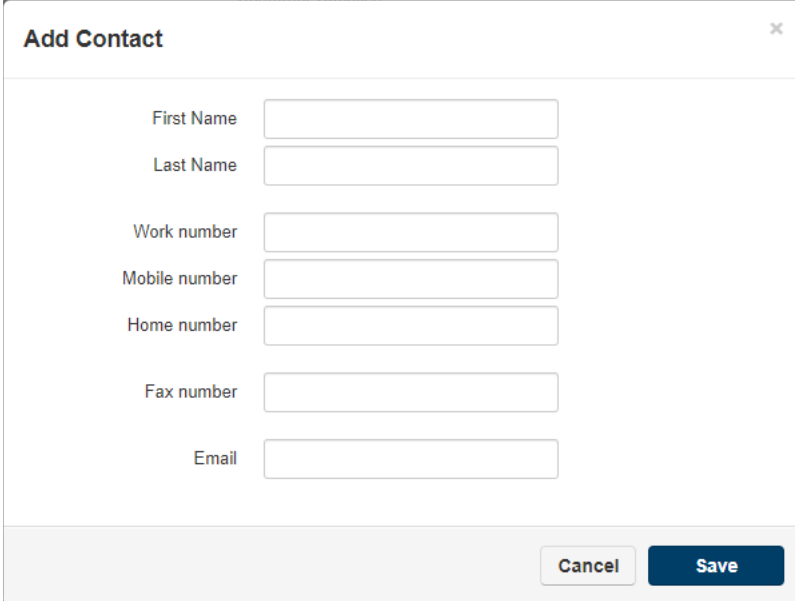
For information on ESI eFax for eCloud please see [ESI eCloud eFax User's Guide](#), document number 0455-0381.

Contacts

The Contacts icon  is where all users with “List in Directory” enabled under their profile are listed. If you do not see a user listed in the contacts, it is because “List in Directory” has been disabled.


Add Contact

The Add Contact button  in the upper right-hand corner will open the new contact window will allow you to enter a new contact that will be displayed in your account’s contacts.




The image shows a modal window titled "Add Contact" with a close button (X) in the top right corner. The form contains several input fields: "First Name", "Last Name", "Work number", "Mobile number", "Home number", "Fax number", and "Email". At the bottom right of the form are two buttons: "Cancel" and "Save".

Import

The import button  allows you to import contacts from a csv file (Outlook, Google, and Apple vCard) that will bulk create users in your contacts.

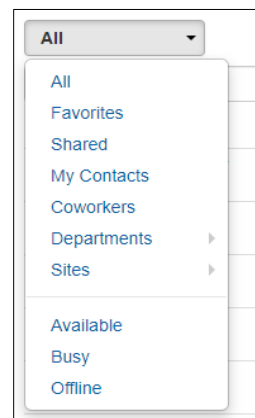
Export

The Export button  will allow you to create a csv file for the contacts group selected in the *Contacts to export* drop down. The Export format will export the csv file into an Outlook, Google, or Apple vCard csv file format.

Contact Types









In the upper left corner of the Contacts page, you will see a drop down that will let you filter contacts.

- **All** - Displays all users on the system with List in Directory enabled.
- **Favorites** - Displays contacts you selected as favorites. You can add contacts to favorites by clicking the star next to the contacts name.



- **Shared** - Shared contacts are contacts available to the entire organization added by Office Managers. **This feature will be available in late Q1 2025.**
- **My Contacts** - Contacts you have manually added by clicking the Add Contact button in the top right.
- **Coworkers** - Displays all contacts in the organization with List in Directory enabled.
- **Departments** - Which break users down by the Department entered on their user profile.
- **Sites** - If a business has multiple locations, they will be listed here. This field is only used if your company was set up to use the Sites feature. If you are unsure if your company uses multisite, please contact your system administrator.
- **Available** - Displays contacts that are available to be called or chat via eConsole.
- **Busy** - These are users currently on the phone or have their status set to Do Not Disturb.
- **Offline** - Users who do not have a registered device and not logged into eConsole available to chat.


When selecting a contacts group option, the contacts for that group will appear. You can sort the Name either ascending or descending.

Name ▲	Number(s)	Department	Site	Email
 Tyler Brook	 100	PM		 
 Anthony Burt	 101	Cloud		 


Contacts Status Icon

- **Green** – Contacts with a green dot are idle and available to receive calls.
- **Red** – Contacts with a red dot are off-hook or busy (on another call).
- **Red with a dash** – Contacts with a white dash in a red dot are in do-not-disturb (DND).
- **Gray** – Contacts with a gray dot do not have a registered or online device.
- **Blue** – Contacts with a blue dot are available to chat in eConsole.

Chat with contact

Clicking the chat icon  to the right of the contact will open a chat window with that contact. Refer to the [Start new chat conversation](#) section in this document for details on how to start and manage a chat.

Edit

The Edit icon  to the right of the contact will open the Edit Contact window where you can configure the contact with a different:

- First & Last Name
- The extension number cannot be changed for coworker contacts
- Work, Mobile, Home or Fax phone numbers
- Email address

Answering Rules

Answering Rules are how you control what devices ring and how long those devices ring when receiving a call. It is also where you can configure what to do with a call that goes unanswered. You can have multiple answering rules defined, but only one of them can be active at a time. Having multiple answering rules allows you to easily change the behavior for treatment of incoming calls according to various needs such as being on vacation, temporarily out of the office, in an important meeting, etc.

In the Answering Rules section you will see your answering rules list. Every eCloud account is configured with a Default rule that applies to all users and cannot be deleted.

Every rule is displayed with its name, its description of how the rule will route the call and the options to edit or delete (except the default) the rule. If you have multiple answering rules configured the answering rule that is currently in effect will say Active next to the rule.

Answering Rules / Gary (217)


Ring for 25 seconds

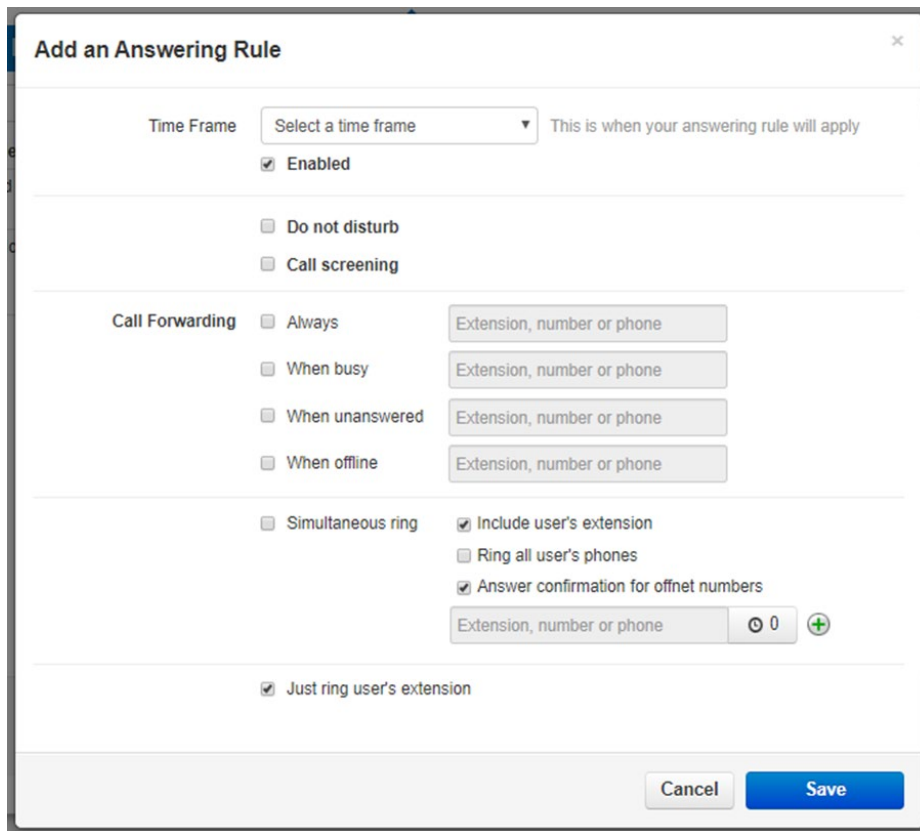
Allow / Block

Add Rule

Time Frame	Description
Default Active	Simultaneously ring x217, x217wp

Add Rule

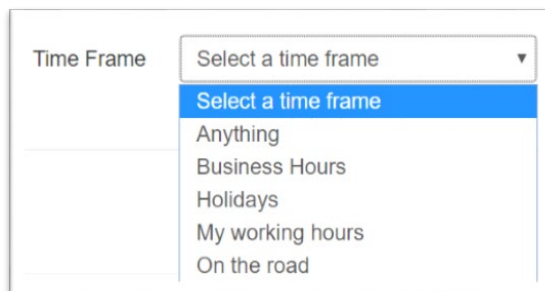
The **Add Rule** button  allows you to configure new answering rules for your account. Clicking the **Add Rule** button will display the Add an Answering Rule window.



The "Add an Answering Rule" window is a modal dialog with a title bar and a close button. It contains several sections for configuring a rule. The "Time Frame" section has a dropdown menu labeled "Select a time frame" and a description "This is when your answering rule will apply". Below this is a checked checkbox for "Enabled". The "Do not disturb" and "Call screening" options are unchecked. The "Call Forwarding" section has four options: "Always", "When busy", "When unanswered", and "When offline", each with an unchecked checkbox and a text input field labeled "Extension, number or phone". The "Simultaneous ring" option is unchecked, and it has three sub-options: "Include user's extension" (checked), "Ring all user's phones" (unchecked), and "Answer confirmation for offnet numbers" (checked). Below these is a text input field labeled "Extension, number or phone" with a timer icon and a plus button. At the bottom, there is a checked checkbox for "Just ring user's extension". The window has "Cancel" and "Save" buttons at the bottom right.

Time Frame

Time Frames are a set period of time which covers when you want certain events to occur, such as when your phone rings. When configuring a new answering rule you must first choose when the rule will be in effect by selecting a Time Frame. Therefore you'll want to create time frames first then create answering rules. Refer to the [Time Frames](#) section in this document for how to create and manage time frames.



The "Time Frame" dropdown menu is open, showing a list of options. The options are: "Select a time frame" (highlighted in blue), "Anything", "Business Hours", "Holidays", "My working hours", and "On the road".

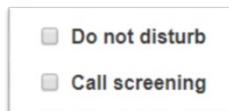
Enabled

This option lets you easily enable and disable a rule from being in effect. A check in the box means the rule is enabled and will be in effect during the selected time frame.

Do Not Disturb

The *Do not Disturb* option will prevent calls from reaching your devices and send the call to voicemail if voicemail is enabled or disconnect the call if voicemail is not enabled.

Please notice that clicking on the DND (Do Not Disturb) option, effectively edits the current answering rule. If you uncheck the DND box later on, to turn this feature off, you will have to edit the answering rule to whatever behavior you want it to carry out.



A screenshot of a settings box with two options: "Do not disturb" and "Call screening". Both options are preceded by an unchecked checkbox.

Setting DND temporarily for your extension (and all devices registered to it), should be done from your deskphone or webphone, that way your current answering rule is not affected.

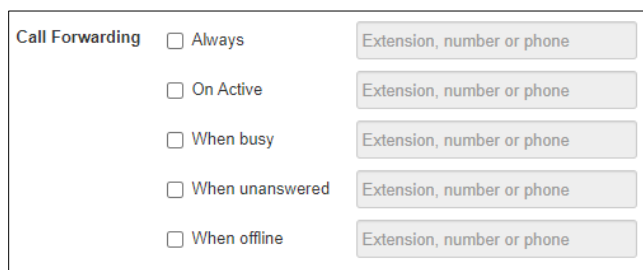
Warning: Activating DND from the mobile app, only affects the mobile app, and not any other registered devices for that extension.

Call Screening

When Call screening is enabled, callers record their name. After they record their name, your devices will ring. If you answer the call, it will play the user's name and allow you to press 1 to be connected or hang up the call and have them be sent to voicemail or wherever your Call Forwarding options are configured to send unanswered calls.

Call Forwarding

The Call Forwarding options will route calls based on the options selected. When entering a destination, it can be anything you would like, another user or another telephone number that does not have to be associated with your account or even on the system.

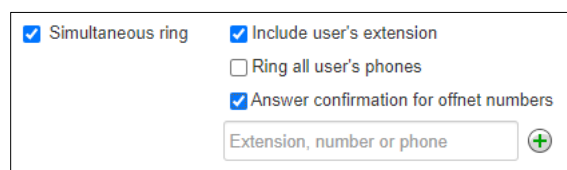


A screenshot of the "Call Forwarding" settings box. It contains five rows, each with a checkbox and a text input field. The checkboxes are labeled "Always", "On Active", "When busy", "When unanswered", and "When offline". The text input fields are labeled "Extension, number or phone".

- **Always** - This option will forward the call to the destination entered - extension, phone number, or specific phone - every time your account receives a call.
- **On Active** - "On Active" is when the user is on a call on one or more devices. If the user is on a call, then it is forwarded to the specified destination. This would be used in instances where users want to turn off call waiting.
- **When Busy** - "When Busy" is when there are no available call paths. It is only an available option when "just ring user's extension" is selected and not when "simultaneous ring" is selected. Users typically have a configured "user limit" for the number of calls they can accept at the same time. If the dialed device is busy and the limit has been reached, then the caller is forwarded to the dialed user's voicemail. No other destinations can be configured.
- **When Unanswered** - When Unanswered dictates where to send the call when the *Ring For X Seconds* has been reached.
- **When Offline** - When Offline routes the call to the desired destination entered into *extension, number, or phone* field when the user's devices are offline. If you use a softphone on your laptop and shut down the softphone this is where your calls are forwarded. This only works with users who have devices. This is not intended to be used on system users like Auto Attendants and Queues.

Simultaneous Ring

The *Simultaneous Ring* options, also known as SIM ring for short, allow you to configure what devices ring when receiving a call. Clicking the *Simultaneous Ring* box will allow you to ring more than just your extension and allow you to ring other extensions or phone numbers as well.

A screenshot of a configuration window for 'Simultaneous Ring'. It contains four checkboxes: 'Simultaneous ring' (checked), 'Include user's extension' (checked), 'Ring all user's phones' (unchecked), and 'Answer confirmation for offnet numbers' (checked). Below these is a text input field with the placeholder 'Extension, number or phone' and a green plus icon to its right.

- **Include user's extensions** - Enabling this option will make sure your extension rings when sim rings is enabled. The user's extension is their main device only. This would not include alphanumeric devices (such as their web phone).
- **Ring all user's phones** - This option will ring all devices registered to your account. This would ring all devices that are registered for that user, including alphanumeric devices (such as their web phone). If checked, it will also include any devices added to that user in the future.
- **Answer confirmation for off net numbers** - This option lets the user know the call is forward from their phone system and gives them the option to be connected to the user by pressing 1 or hanging up the call so they are not connected with the forwarded calling party.

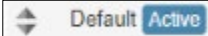
Just ring user's extension

This option is only available if *Simultaneous ring* is not enabled. If *Just ring user's extension* is enabled, incoming calls will just ring your default device configured under your account.

Answering Rule Example

Part 1 – Working Hours

This scenario is a user who is setting their answering rules during working hours.

The user has chosen to edit the answering rule that was enabled for them by default . The time frame in this case will always be the Default time frame, which is typically the company's working hours (i.e., 8a-5p, M-F).

The user did not select Do Not Disturb or Always Call Forward, which means all incoming calls will ring the user's extension (x2112).

This user has 3 devices – Desktop phone, Webphone, and Mobile App (ePhoneGO 2). By selecting Simultaneous Ring for all their devices, all incoming calls will ring all three devices at the same time.

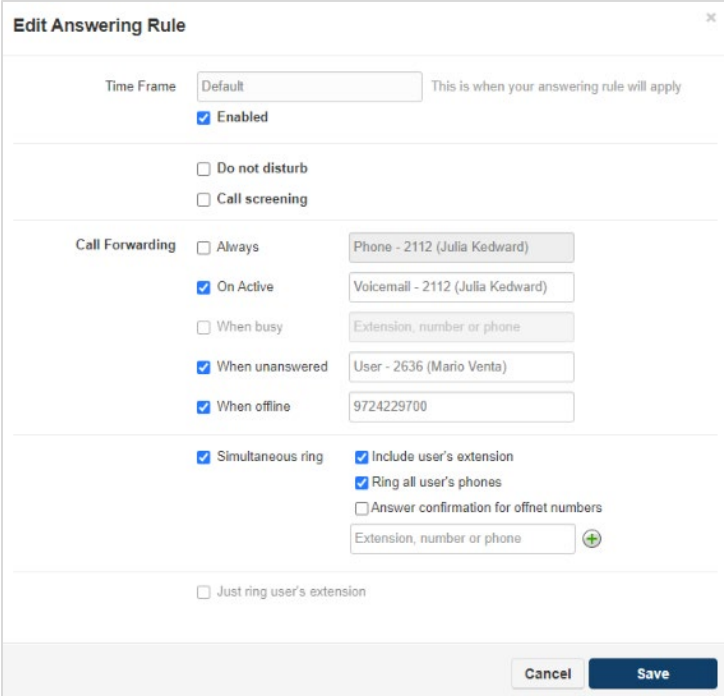
The user has selected three call forwarding options when they are not able to answer the incoming call.

On Active – if the user 2112 is on an active call, a second incoming call will automatically go to their voice mail.

When unanswered – if the user 2112 is not on any call (idle) but doesn't answer the incoming call, it will be forwarded to Mario at extension 2636.

When Offline – if user 2112 has no online devices (phone isn't registered, webphone is not launched/registered, mobile is not running), the incoming call will be transferred (routed) to an offnet telephone number (i.e., their personal mobile number). ESI strongly recommends setting the When Offline field in the case their devices become unavailable. This will allow incoming calls to always reach the user.

For all these settings the user could have chosen different destinations – a different extension, call queue, a specific device, a user's voice mail box, an offnet phone number. It simply depends on personal preference.



Edit Answering Rule

Time Frame: This is when your answering rule will apply

☒ Enabled

☐ Do not disturb

☐ Call screening

Call Forwarding

☐ Always

☒ On Active

☐ When busy

☒ When unanswered

☒ When offline

☒ Simultaneous ring

Phone - 2112 (Julia Kedward)

Voicemail - 2112 (Julia Kedward)

Extension, number or phone


User - 2636 (Mario Venta)

9724229700

☒ Include user's extension

☒ Ring all user's phones

☐ Answer confirmation for offnet numbers

Extension, number or phone 

☐ Just ring user's extension

Part 2 – After Hours

Using the same user (x2112) in this example, they are setting rules for after business hours.

1. They chose and enabled the After Hours time frame, which was already created and shared by the Office Manager.
2. Keeping it simple the user enables Do Not Disturb (screen shot A). This means all incoming calls, after hours, will go directly to the user's voice mail.

However the user could've chosen several different options. Again, it's a matter of personal preference.

The screenshot shows the configuration for an 'After Hours' answering rule. The 'Time Frame' is set to 'After Hours'. The rule is 'Enabled'. Under 'Do not disturb', 'Do not disturb' is checked, and 'Call screening' is unchecked. The 'Call Forwarding' section has several options: 'Always', 'On Active', 'When busy', 'When unanswered', and 'When offline', each with a corresponding text input field for an extension or phone number. The 'Simultaneous ring' section has three options: 'Include user's extension' (checked), 'Ring all user's phones' (unchecked), and 'Answer confirmation for offnet numbers' (unchecked). There is also a text input field for an extension or phone number with a plus icon. At the bottom, there is an option 'Just ring user's extension' which is unchecked.

Final Result

After both examples are set, here's how user 2112's answering rules appear in eConsole.

The screenshot shows the 'Answering Rules' for Julia Kedward (2112). The 'Ring for' duration is set to 25 seconds. There are two rules listed: 'After Hours' which is 'Active' and 'Do not disturb', and 'Default' which is 'Forward on active: Voicemail - 2112 (Julia Kedward)', 'Simultaneously ring' (with icons for x2112n, x2112, and x2112wp), 'Forward when unanswered to User - 2636 (Mario Venta)', and 'Forward when offline to (572) 755-9961'. There are 'Allow / Block' and 'Add Rule' buttons at the top right.

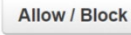
At this time, it's a Saturday morning, which is after working hours. Therefore you see that the After Hours rule is active. Once it's back to working hours (Monday at 8 am), the Default answering rule will become active, automatically. Also note the red X by "x2112wp". This mean the user's webphone (wp) is offline.

Ring Answer Timer (Duration)

When you click on Answering Rules you will see the option to set the Ring timer. This is what controls how long a call will ring your extension before it's routed to a different location, such as, voice mail, a different extension, a department, etc. If you do not want a ring time out, meaning you want your phone to ring forever, select Unlimited at the bottom of the drop-down.

The screenshot shows a dropdown menu for the 'Ring for' duration, currently set to 60 seconds.

Allow and Block Phone numbers

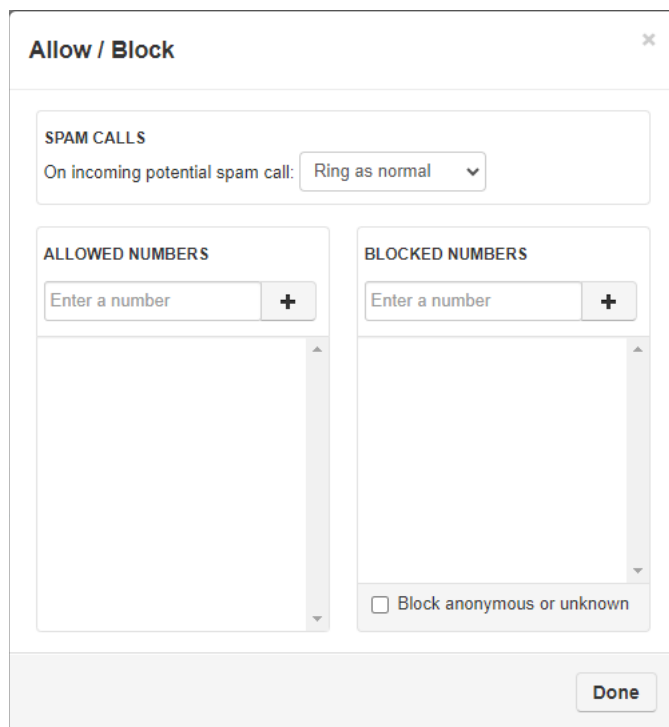
To the right you will see the Allow/Block button , where you can enter certain phone numbers to allow or prevent from reaching you. Clicking the Allow/Block button will open the Allow/Block window.

On the left are the allowed numbers. This allows you to add numbers that are blocked by the domain (ESI eCloud PBX) so you can still receive calls from that user.

Phone numbers added to Allowed Numbers will also let the call bypass Call Screening. If you have Call Screening enabled in an answering rule but want certain phone numbers to not have to record their name when calling you, add them to the allow field. Then when that number calls you, they will be sent directly to you and not have to record their name first like other callers not listed.

Blocked Numbers allows you to add phone numbers you do not want to be able to reach you.

To add a phone number to Allow or Block, simply enter the number into the respective field and click the plus sign to add the phone number.



The 'Allow / Block' window is a modal dialog with a title bar and a close button. It contains three main sections: 'SPAM CALLS' at the top, 'ALLOWED NUMBERS' on the left, and 'BLOCKED NUMBERS' on the right. The 'SPAM CALLS' section has a label 'On incoming potential spam call:' followed by a dropdown menu currently set to 'Ring as normal'. The 'ALLOWED NUMBERS' and 'BLOCKED NUMBERS' sections each have an input field labeled 'Enter a number' with a plus sign button to its right. Below these input fields are large, empty list areas. At the bottom right of the 'BLOCKED NUMBERS' section is a checkbox labeled 'Block anonymous or unknown'. A 'Done' button is located at the bottom right of the window.

Block anonymous or unknown

You can block all anonymous or unknown callers clicking the check box next to *Block anonymous or unknown*.

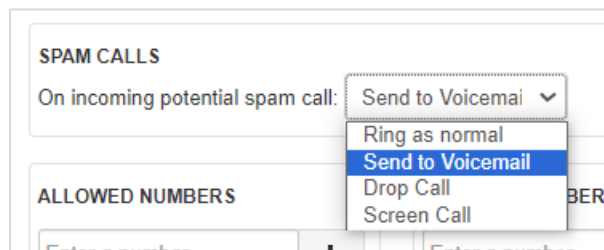
Note: *Identify Spam Calls* needs to be set to Enabled in the domain at the *Super User* level before the “*Block anonymous or unknown*” option in the Allow/Block table will work.

SPAM Calls

Phone carriers and telephony service providers have more tools than ever to identify SPAM calls. Therefore selecting one of the settings below could save you time and frustration on undesired calls.

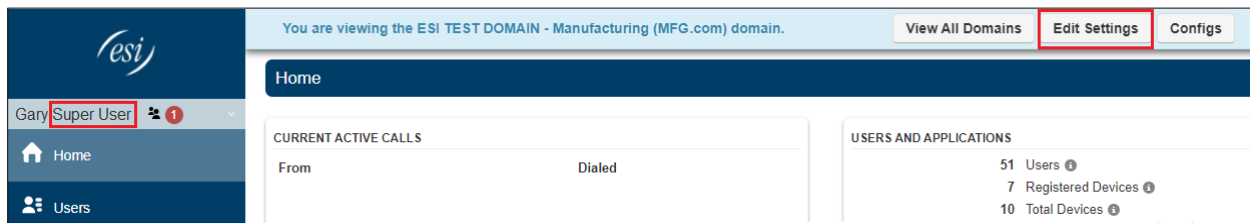
You can select to have SPAM calls managed separately by,

- Ring as normal – will treat the call not differently than a non-SPAM call.
- Send to voicemail – will automatically send calls identified as SPAM to your voice mail.
- Drop call – will automatically disconnect from the caller without you having to answer.
- Screen call – will allow you to screen the call before answering.

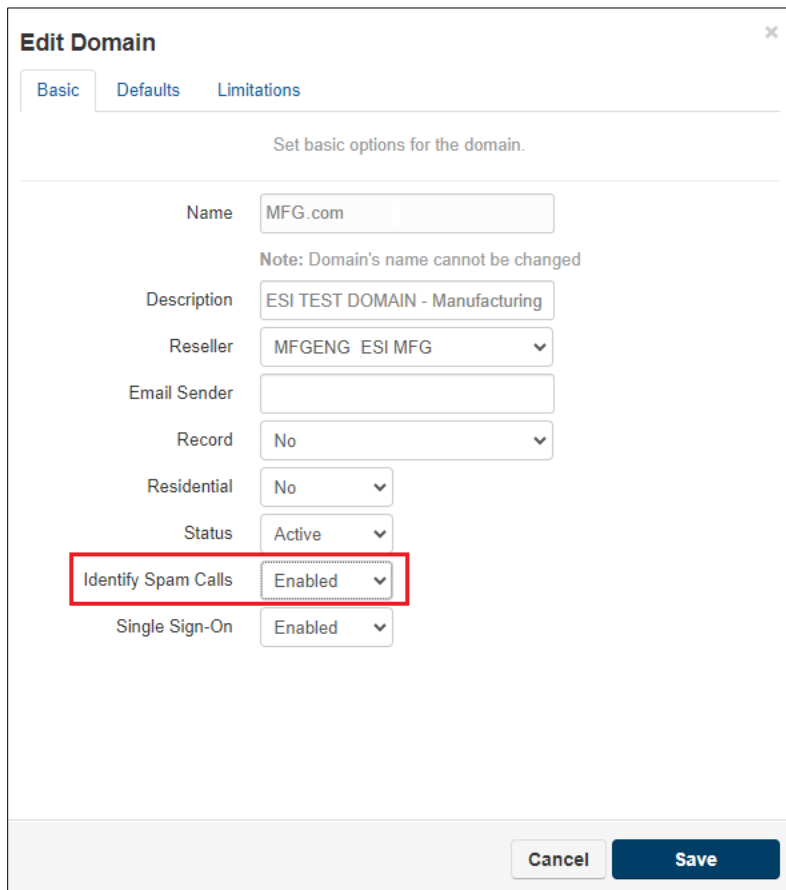


This image shows a close-up of the 'SPAM CALLS' section of the 'Allow / Block' window. The dropdown menu for 'On incoming potential spam call:' is open, showing four options: 'Ring as normal', 'Send to Voicemail' (which is highlighted in blue), 'Drop Call', and 'Screen Call'. The background shows parts of the 'ALLOWED NUMBERS' and 'BLOCKED NUMBERS' sections.

Note: Spam Call detection is not enabled by default. *Identify Spam Calls* needs to be set to Enabled in the domain at the *Super User* level before the “*Block anonymous or unknown*” option in the Allow/Block table will work.



The screenshot shows the ESI user interface. At the top, a blue header bar contains the ESI logo on the left and navigation links on the right: "View All Domains", "Edit Settings" (highlighted with a red box), and "Configs". Below the header, a dark blue sidebar on the left shows the user profile "Gary Super User" with a notification icon, and navigation links for "Home" and "Users". The main content area has a "Home" header and two sections: "CURRENT ACTIVE CALLS" with columns "From" and "Dialed", and "USERS AND APPLICATIONS" showing statistics: 51 Users, 7 Registered Devices, and 10 Total Devices.




The screenshot shows the "Edit Domain" form with three tabs: "Basic", "Defaults", and "Limitations". The "Basic" tab is selected, and the instruction "Set basic options for the domain." is displayed. The form contains several fields and dropdown menus:

- Name: MFG.com
- Description: ESI TEST DOMAIN - Manufacturing
- Reseller: MFGENG ESI MFG
- Email Sender: (empty)
- Record: No
- Residential: No
- Status: Active
- Identify Spam Calls: Enabled (highlighted with a red box)
- Single Sign-On: Enabled



At the bottom right, there are "Cancel" and "Save" buttons.

Time Frames

Time frames  are a period of time which covers when you want certain events to occur, such as your phone to ring or go directly to voice mail.

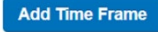
You create time frames with different time and date ranges so you can apply them to answering rules, which then allow you to control how calls are routed depending on the time of the day the call occurs.

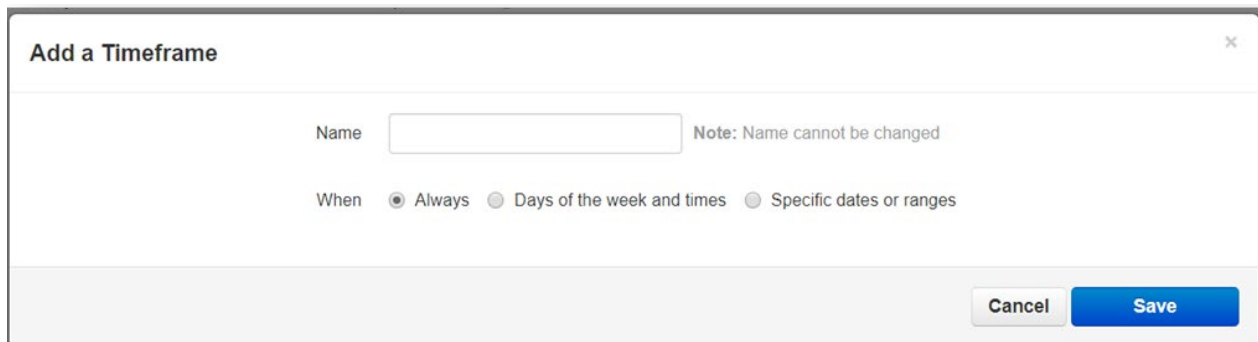
To view and create time frames click on the Time Frame icon that is in the menu on the left. Here you will see all the time frames available.

Name	Description	Owner
Anything	Days and Times ⓘ	Shared
Business Hours	Days and Times ⓘ	Shared
Holidays	Specific Dates ⓘ	Shared
Out of Office	Specific Dates ⓘ	1000  

Time frames with names in black and without the option to edit or delete are time frames created at the domain (organization) level that are available to all users. You can only edit the time frames with a blue name that you created. If you need domain level Time Frames changed contact your Office Manager.

Adding Time Frames

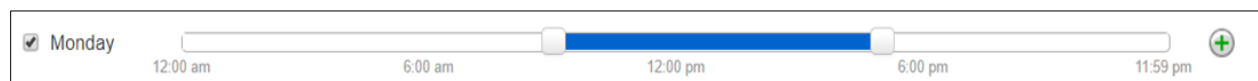
To create a time frame, click on the Add Time Frame button  and the *Add a Timeframe* window will appear.



The 'Add a Timeframe' window is a modal dialog with a title bar containing a close button (X). It features a 'Name' input field with a placeholder and a note: 'Note: Name cannot be changed'. Below the name field is a 'When' section with three radio button options: 'Always' (selected), 'Days of the week and times', and 'Specific dates or ranges'. At the bottom right are 'Cancel' and 'Save' buttons.

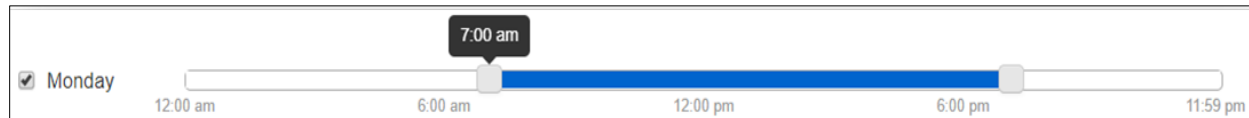
The Name field allows you to give the Time Frame a name that will help identify the time frame. The name cannot be changed once the rule has been created. If you want to change the name, delete the rule and recreate it with the new name. Under the name field, you will see three options for when the time frame should be in effect:


- **Always** - This option makes the time frame always in effect. 24 hours a day 7.
- **Days of the week and times** - Allows you to select specific days of the week and the hours in the day you want the time frame to take effect. When selecting this option, the days of the week appear with a check box that allows you to select which days you would like the time frame active. Once selecting a day of the week, a blue bar appears allowing you to slide the ends to when you would like the time frame to stop and start.

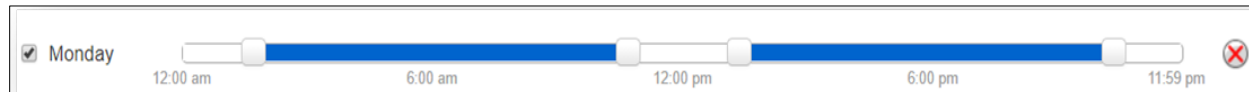


This interface shows a day selection section with a checked checkbox for 'Monday'. Below it is a horizontal timeline slider with markers at 12:00 am, 6:00 am, 12:00 pm, 6:00 pm, and 11:59 pm. A blue bar is positioned between 6:00 am and 6:00 pm. A green plus icon is at the far right of the slider.

If you would like your time frame to be in effect from 7am to 7pm, simply click on the edge of the blue bar and slide them over to the desired time.



If you would like a break in the middle of the time frame click the plus sign  next to 11:59m. You will then see another blue bar appearing representing when the time frame will take effect






- **Specific dates or ranges** - This option will allow you to configure a time frame to be in effect for specific dates and times. After selecting the specific date or ranges options you will see the **from** and **to** dates.

Add a Timeframe




Name
Note: Name cannot be changed

When
☐ Always
☐ Days of the week and times
☒ Specific dates or ranges

Specific dates or ranges  to  

When clicking in the *From* or *To* date fields a calendar will appear.

When
☐ Always
☐ Days of the week and times
☒ Specific dates or ranges

Specific dates or ranges  to  

May 2019


Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Time 9:00 am
Hour
Minute


Cancel Save

Then select the end date you would like the time frame to start and stop.


Below the calendar is the *Hour* and *Minute* options so you can configure your time frames to start and stop certain hours on the selected dates.

Clicking the plus sign  will allow you to add more date ranges for the time frame to be in effect.


Edit Time Frame







To edit a time frame click the pencil shaped edit icon  to the right of the time frame. You can edit the When options however not the name. If you would like to rename the time frame, delete it and create a new plan.

Delete Time Frame

To delete a time frame click the delete icon .

Phones

The Phone icon  **Phones** will take you to your phone center where all registered devices to your account are listed.

Name	Device Type	IP Address	MAC Address	Line	
 217wp	ESI Webphone 42.2.1 (Chrome 114.0.0.0)	47.██████████	-	-	
 217i	eGo2	165.██████████	DF-██████████	1	
 217	Estech ePhone8 2.6.2.2	47.██████████	00:██████████	1	

- Green icon - the device means the device is registered and will be able to send and receive calls without issue.
- Red icon - the device is unregistered. This could be caused because the device is a softphone and currently turned off. Or the phone system is unable to communicate with the device.

To the right of the status indicator is the name of the device, followed by device type, the manufacturer and model number of the device, the IP address the device is registered at, the MAC address of the device. Then the line number the device has the extension number displayed.

Device Name Lettering Format

You will notice that there are letters next to the extension name. These letters have a specific meaning as described below. There are areas of programming and options discussed in this document that allow you to use specific devices. For example instead of generically referring to all extension 1000's devices you may want to target just the Webphone. Therefore in those fields you would enter 1000wp.

Letter	Meaning	Example
no letter	Primary desktop phone of the extension	1000
a	Secondary desktop phone on extension	1000a
b	Tertiary (3 rd) desktop phone of the extension	1000b
c	Owned conference bridge	1000c
i	ePhoneGO 2 iOS	1000i
n	ePhoneGO 2 Android	1000n
t	eTeams client	1000t
ta	ePhoneGo (tablet) Android	1000ta
ti	ePhoneGo (tablet) iOS	1000ti
wp	ESI Webphone	1000wp

Some device types are automatically created by the system, such as ePhoneGO 2 and Webphone. Once those types are devices are accessed/used for the first time the system automatically populate the extension with letters. Therefore there is no need to manually create the extension letter.

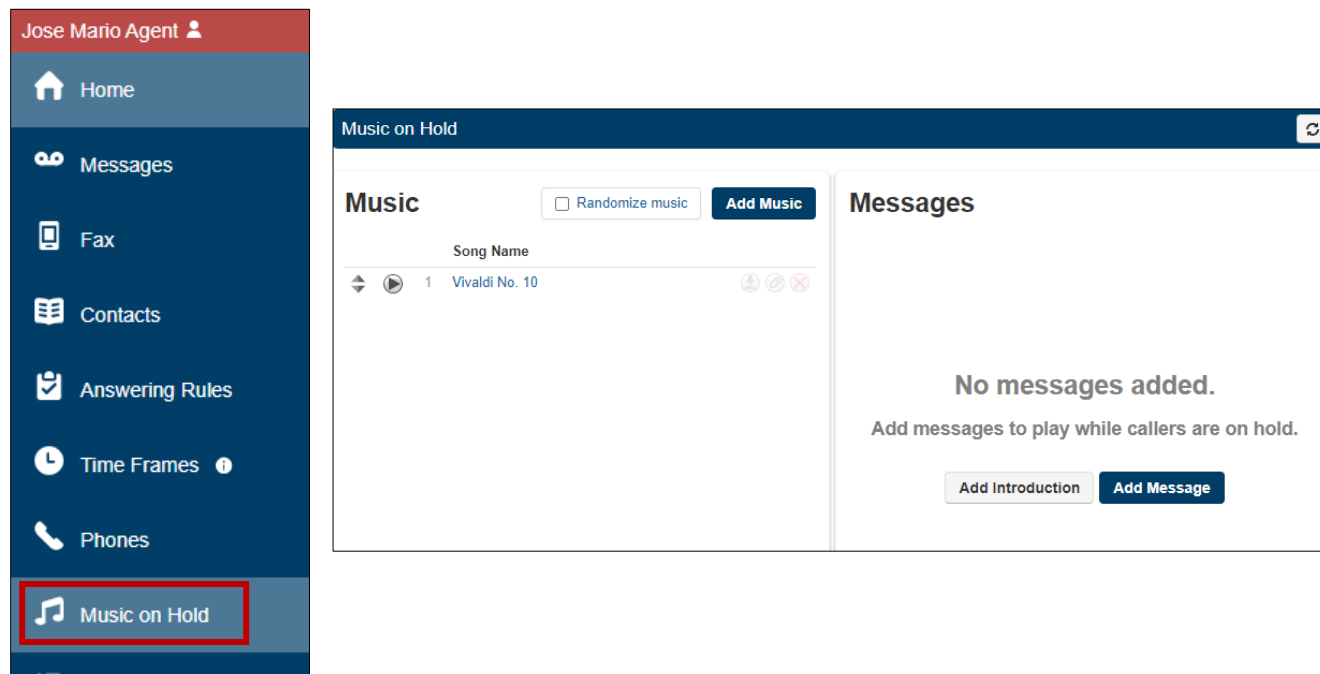
Note: The m, ma and mi extensions should be deleted, if they still exist, as those applications are no longer in production or supported by ESI.

Note: Users may see "Acrobats SIPIS" under Device Type but this is actually the mobile app ePhoneGO 2. Here's why that happens. ePhoneGO 2 needs to maintain a live registration with eCloud at all times so that incoming calls or messages can be delivered to the mobile device. In order to avoid using up battery life of the mobile device, the mobile app, "hands over" the keep alive mechanism to servers in ESI's network, when the application is closed in the mobile device. Servers in ESI's network then keep the registration alive on behalf of the mobile device. During this time, the name of those servers appear under Device Type in this panel. When the mobile app is owned by the user, or an incoming call or message arrives for that extension, the servers hand over the registration process to the ePhoneGO 2 app while the application is open in the mobile device. During that time the Device Type for the mobile app will display the name of the application, the software build being used and the operating system of mobile device (something like ESI ePhoneGO 2 / 21.1.5 (build 1955986; Android 13).

Music on Hold (MOH)

Most eCloud seat types have access to the end-user level Music-on-Hold (MOH) feature, which allows you to select your own music that plays when you put a caller on hold. If you do not see this selection please contact your system administrator.

To access this feature login to eConsole and in the main menu choose Music On Hold



Adding Music

1. In the left panel choose Add Music button.
2. Upload the desired M P3 or WAV file.

Warning: It is your responsibility to obtain a Music on Hold License to play copyrighted music for your callers.

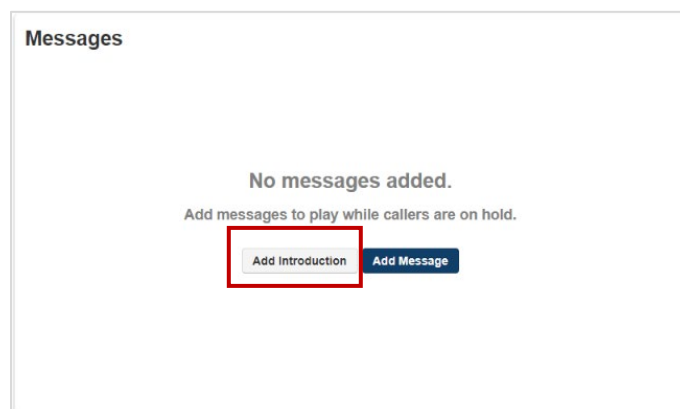
The image shows a screenshot of the 'Add Music' dialog box. It has a title bar with the text 'Add Music' and a close button. The dialog contains a 'Browse' button next to a text input field. Below this is a 'Song Name' label followed by a text input field with the placeholder text 'Enter the song name or description'. Underneath is a 'yes' label followed by a text area containing the message: 'You must have a Music on Hold License to play copyrighted music for your callers.' At the bottom right of the dialog are two buttons: 'Cancel' and 'Upload'.

Adding an Introduction Message

An introduction message plays to the caller before the caller begins to hear music.

To define a new Introduction message,

1. Click on the Add Introduction button, which will present the Add Intro Message pop up window.



2. Here you can define the contents of the introductory message, using Text-to-Speech, uploading a recording from your computer, or live recording the contents of the message from your ESI phone.

- a. In the example to the right, the Text-to-Speech option is used. Type the contents of the Introduction Message, select the desired language, and then select the voice you want to use. You can hear the message by clicking the "Play" icon. Once you're satisfied with the message, click the "Save" button.

A screenshot of a "Add Intro Message" pop-up window. It has a close button (X) in the top right corner. Under "New Message", the "Text-To-Speech" option is selected with a radio button. Below this are "Upload" and "Record" options, both unselected. A text area labeled "Message" contains the text "Thank you for your patience. I'll be with you as soon as possible." Below the text area is a "Language" dropdown menu set to "English (United States of Ameri)". Below that is a "Voice" dropdown menu set to "Allison", with a play icon to its right. At the bottom, there is a "yes" label next to a text area containing a warning: "You must have a Music on Hold License to play copyrighted music for your callers." At the very bottom are "Cancel" and "Save" buttons.

3. Once you have saved the message, it will appear in the list of messages with an indication of its duration in seconds and the size of the recording in KiloBytes (KB).

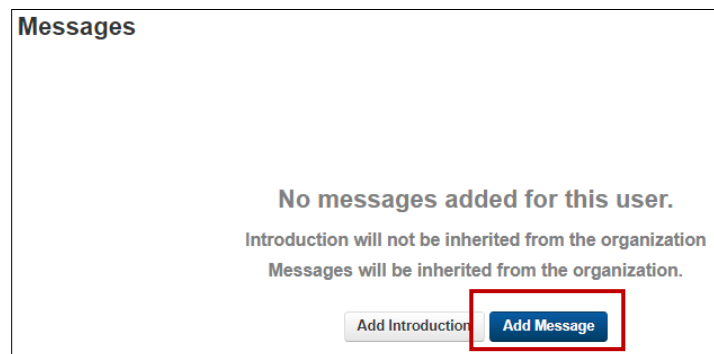
You can only have one Introduction message.



Adding a Comfort Message

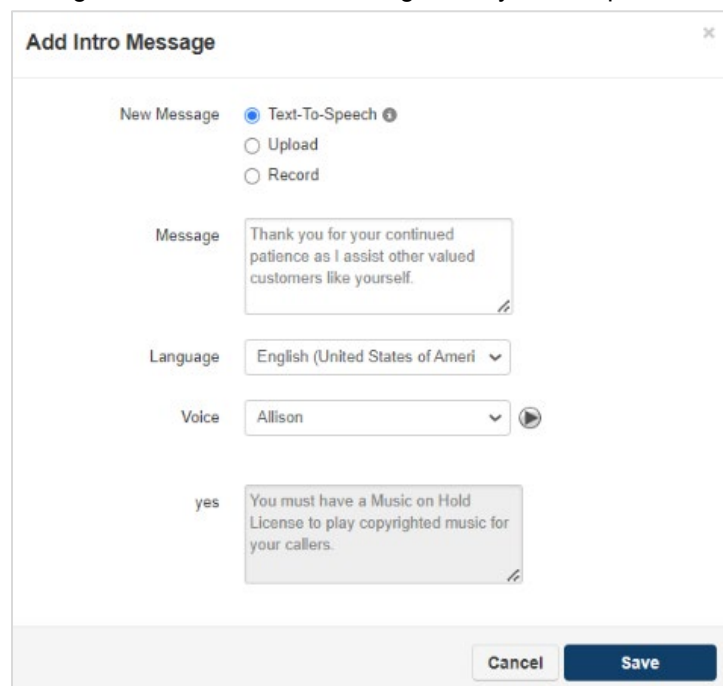
A comfort message is a message that plays during the music to give comfort and assurance to the caller that they are not forgotten or somehow lost in hold limbo.

1. Click the Add Message button, which will present a pop up window.

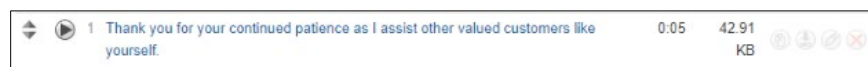


2. Here you can define the contents of the introductory message, using Text-to-Speech, uploading a recording from your computer, or live recording the contents of the message from your ESI phone.

- a. In the example to the right, the Text-to-Speech option is used. Type the contents of the Introduction Message, select the desired language, and then select the voice you want to use. You can hear the message by clicking the "Play" icon. Once you're satisfied with the message, click the "Save" button.

A screenshot of a pop-up window titled "Add Intro Message". The window has a light gray background and a close button (X) in the top right corner. Inside the window, there are three radio buttons under the heading "New Message": "Text-To-Speech" (selected), "Upload", and "Record". Below these, there is a text area labeled "Message" containing the text "Thank you for your continued patience as I assist other valued customers like yourself." Below the text area, there is a dropdown menu labeled "Language" with "English (United States of Ameri)" selected. Below the language dropdown, there is another dropdown menu labeled "Voice" with "Allison" selected. To the right of the "Voice" dropdown is a play button icon. Below the "Voice" dropdown, there is a checkbox labeled "yes" and a text area containing the text "You must have a Music on Hold License to play copyrighted music for your callers." At the bottom right of the window, there are two buttons: "Cancel" and "Save".

3. Once you have saved the message, it will appear in the list of messages with an indication of its duration in seconds and the size of the recording in KiloBytes (KB)




You should now be able to see what music, Introduction message and Comfort message(s) are available for the user.

The screenshot displays the 'Music on Hold' configuration interface. It is divided into two main sections: 'Music' and 'Messages'. The 'Music' section on the left has a 'Randomize music' checkbox (checked) and an 'Add Music' button. It contains a table with one entry: 'Vivaldi No 10' with a duration of 0:04 and a filesize of 28.18 KB. The 'Messages' section on the right has a timer set to 30 seconds and an 'Add Message' button. It contains a table with one entry: 'Introduction' with a duration of 0:05 and a filesize of 42.91 KB. A tooltip is visible over the 'Add Message' button, showing a slider and the text 'Enable Music on Hold (sec) between messages'.

Music		
Song Name	Duration	Filesize
1 Vivaldi No 10	0:04	28.18 KB


Messages		
Messages	Duration	Filesize
Introduction	0:05	42.91 KB
1 Thank you for your continued patience as I assist other valued customers like yourself.	0:05	42.91 KB



If you define multiple comfort messages you can change the order in which they will play while the caller is on hold using the drag icon to the left of each message. 

The interval at which comfort messages will interrupt the MOH and play themselves, is controlled by the slider to the left of the "Add Message" button. The default value is 30 seconds.

This close-up image shows the 'Add Message' button and the slider control. A red box highlights the slider and the 'Add Message' button. A tooltip is visible over the slider, showing the text 'Enable Music on Hold (sec) between messages' and a value of 30. The slider is currently set to 30 seconds.

Call History

The Call History icon  **Call History** will take you to the Call History page where you will see the calls made to and from your account for the specified date range.

Filters 05/27/2019 — 05/30/2019					Export
Number	Name	Date	Duration		
 (213) [redacted]	PORTFOLIORECOV	Today, 1:42 pm	0:05		
 (702) [redacted]	PORTFOLIORECOV	Today, 8:38 am	0:00		
 (858) [redacted]		Yesterday, 1:48 pm	0:29		

Call History Filters


To filter the call log list click the Filters button  , which will present a popup window.

Here's a brief explanation of the filter criteria:

Call History Filters


From

05/27/2019



To

05/30/2019



Caller Number

Enter the caller's number

Dialed Number

Enter the dialed number

Call Type

Select a call type


Clear Filters

Cancel

Filter


- Date range – manually enter the date range or click on the calendar icon to visually pick a date. Call history goes back 90 days.
- Caller Number – enter the number of the person who called you.
- Dialed Number – enter the number you dialed.
- Call Type - choose from inbound, outbound or missed call type.


Calls Displayed


Clicking the Filter button  will then display the calls that match the filter criteria.

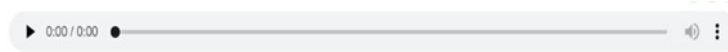
- Green – an outbound call
- Red – the incoming call was not answered.
- Blue - an inbound call was answered
- Blue dots - the call was on a conference bridge

You can set the Call History to display 15, 25, 50, and 100 calls per page.


You can add a call to your contacts by clicking the Edit Icon  next to the call which will display the contact information fields.

You can download the call by clicking the Download icon  if call recording is enabled for your profile, device, or if the call was from a queue configured to record calls.




If you'd like to listen to the call without downloading the call you can click the listen icon  which will open a media player right in your browser.



Exporting Call History

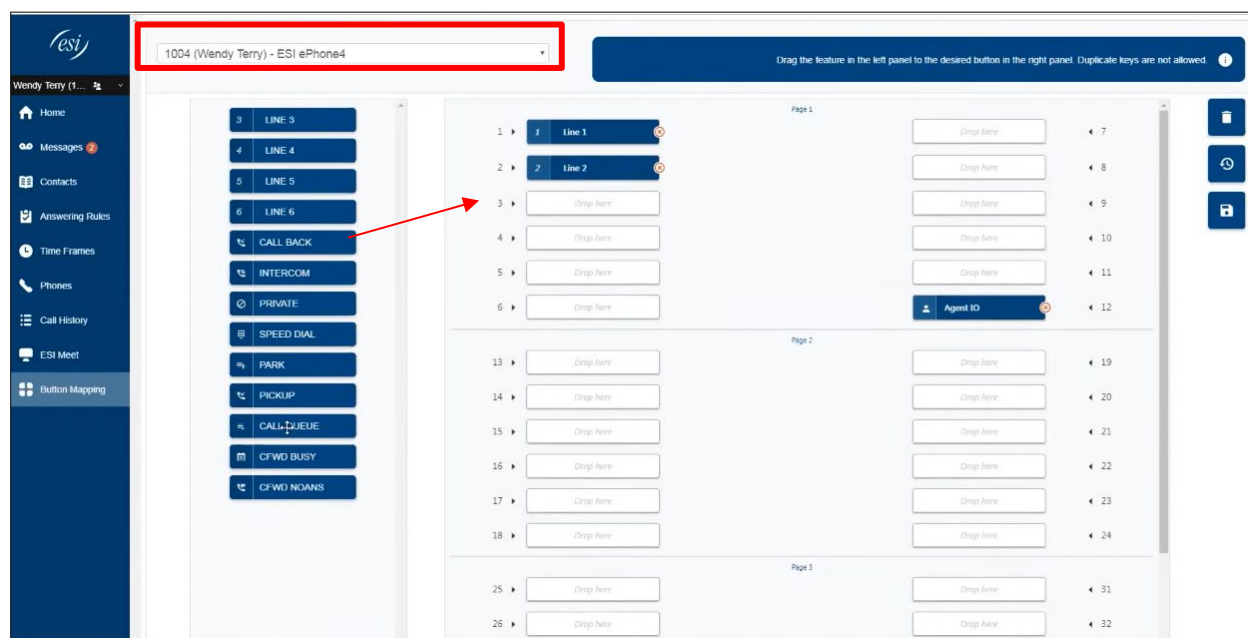
The Export icon  allows you to download the call history into a csv file that can be opened in any spreadsheet application such as Excel or Apache Open Office.



Button Mapping

Click on Button Mapping  **Button Mapping**  to configure your deskphone buttons. Click on the information icon  to be taken to a button programming video tutorial.

Program a Button

1. Select a phone from the drop down list at the upper left of the screen.
2. Drag a button from the list of blue buttons on the left to an empty slot on the right.



To delete a button, click the delete icon  that appears to the right of the button. To delete all configured buttons click the Clear All button  to the right of the screen.

To undo a recent change to a button click the Revert Changes button  to the right of the screen.

To save changes click the Save Changes button  to the right of the screen.

To program a group of phones at once refer to the Bulk Button Mapping instructions in the eCloud Office Manager's Guide in the [Resource Library](#).

See chart on next page for button names and descriptions.

Button Name	Full name	Description
Line [line number]	Line number	A line key is used to designate an individual line on a phone. It represents a physical line, and also shows the status of your extension or group that your extension is part of.
Call Queue	Call Queue	This feature is used to route callers into a holding queue for people or departments in your organization who can help the caller with their particular issue or question.
Call Back	Call Back	Call Back allows you to call back the person who last called your extension.
External SPD	External Speed Dial	This feature lets you enter frequently dialed 10-digit external numbers into memory so you can place the call through the press of one button.
Park Retrieval	Park Retrieval	You can retrieve a parked call with this feature. Example: If the button is programmed for Park 10 and there is a call on Park 10, you can press the button to retrieve the parked call.
Private	Private	This feature blocks your caller id information, which allows you to anonymously call an outside number.
Log I/O	Log In/Out	This allows you to log in and out of a queue of which you are a part. Press the key once to be unavailable to receive calls from the queue. Press the key again to be available to receive calls from the queue.
Internal SPD	Internal Speed Dial	This allows you to enter frequently dialed internal extension numbers such coworkers that you may call frequently through the press of one button.
DND	Do Not Disturb	This feature allows you to place your phone in Do Not Disturb mode. When in DND, calls will go to voicemail.
FWD	Forward	Call Forward allows you to forward a call to another extension when you are unavailable. Press the forward key then set up call forwarding options.
Intercom	Intercom	The Intercom feature allows you to instantly connect to other users within your office. Intercom functionality is ideal for announcing visitors or asking a quick question. Simply press the intercom key then dial another user's extension.
Park Call	Park Call	Call Park allows you to place a call on hold that can be picked up from any other station that shares the park number. Example: If you place a call on Park 10, other extensions can pick up the call from Park 10.
Call Pickup	Call Pickup	Call pickup allows you to answer a call ringing at another station. Simply select the Call Pickup key then dial the ringing extension number.
Record	Record	This feature allows a user to record a call. Press the button once to start recording, press the button again to stop recording.
Trsf VM	Transfer VoiceMail	While listening to a voicemail, press this key for transfer options. The options are to send the message to an individual, to broadcast to all parties, or to send to a group.
Rec Pause/Resume	Record Pause/Resume	The Rec Pause/Resume button allows active call recording to be paused and resumed during the call.

eConsole Special Features

The various options shown in the light blue, left navigation menu are discussed in this section.

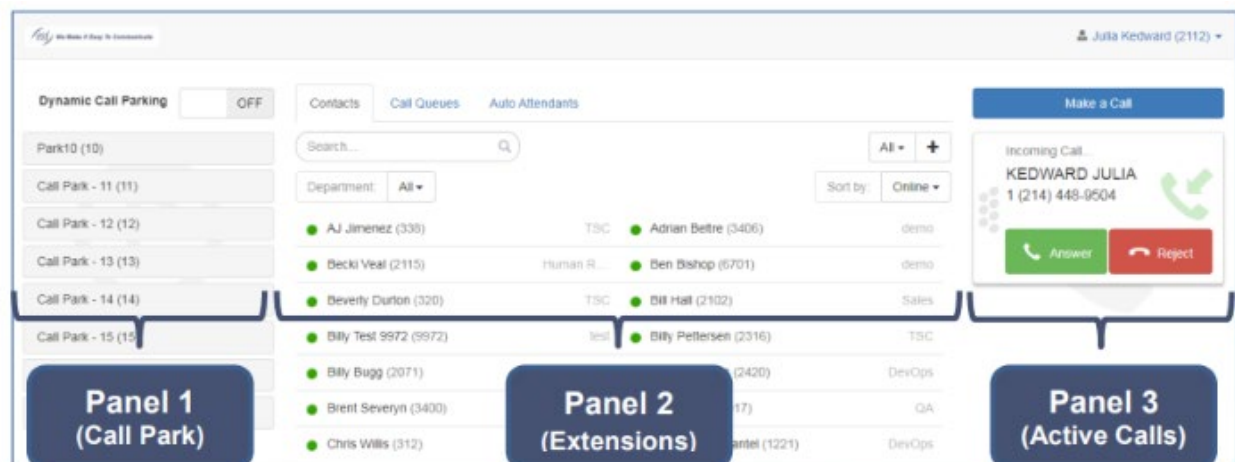
Attendant Console

To access the PC Attendant Console select this option in the light blue menu under your name. Following is a brief view of the Attendant Console. For instructions on the Attendant Console, please refer to the Web Attendant Console User's Guide found on the ESI [Resource Library](#).

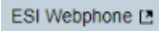


The interface consists of 3 panels:

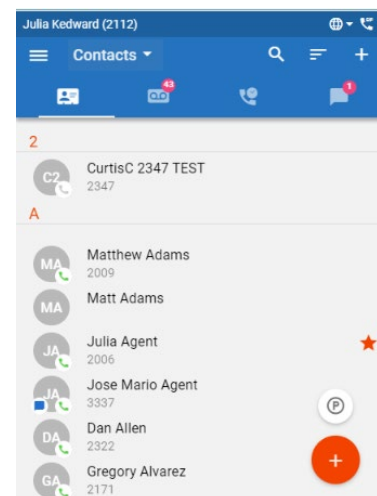
1. **Call Park** – Shows calls that are currently parked and call parks if dynamic call parking is disabled.
2. **Extensions** – By default this will show system users. However there are additional tabs to view queues, and auto attendants.
3. **Active Calls** – This allows the user to make new calls and manage incoming calls.



ESI Webphone

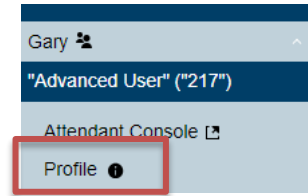
To access the Webphone select the ESI Webphone icon  in the light blue menu under your name. The Webphone will open in a separate window. If you'd like the Webphone to open in a new Chrome tab, right-click on the Webphone in the menu and choose "Open in new Tab". Below is a simple view of the Webphone along with a list of features. For instructions on the Webphone, please refer to the Webphone User's Guide found on the ESI [Resource Library](#).

- View contacts
- View call history
- Listen to voicemails
- View chats & texts
- Manage answering rules
- Create Greetings
- Edit settings



Profile

The Profile contains some important settings for your extension. To access your Profile select this option in the light blue menu under your name.



List in Directory

The List in Directory options controls if your extension is listed in the Attendant Console Contacts.

Caller ID Information

The Caller ID Information section allows you edit your area code that will be in your Caller ID and appended when only dialing 7 digits on outbound calls. You cannot edit your Caller ID or 911 Caller ID. If you need that changed contact your officer manager.

Change Account Security

The Change Account Security section in the profile windows allows you to manage your passwords and email settings for your account.

- Email Address - The Email Address field is where you configure your email address you would like to receive notification from. You can add more than 1 email address by clicking the green plus sign next to the email address field.
- Single Sign-On - [Single Sign-On](#) (SSO) is an authentication scheme that provides cloud users with alternative means (credentials) to login to the eConsole applications. Users can now use their Google or Microsoft 365 credentials to log in. SSO will not replace the existing means of logging in to the applications mentioned above, but is an alternative method for users that prefer to manage fewer user IDs and passwords.
- New Password - The Password field allows you to configure your account with a new Manager Dashboard password used to log in with. Below is the Confirm Password field which requires you to enter the new password a second time for verification.

A screenshot of the 'Profile' settings page. The page is titled 'Profile' and contains several sections: 'Personal Information' with fields for First Name (Gary), Last Name (H), and Timezone (US/Central); 'Directory Options' with checkboxes for 'Announce in Audio Directory' and 'List in Directory' (checked); 'Caller ID Information' with fields for Area Code (972), Caller ID (19724229700), and Emergency Caller ID (1972755); 'Change Account Security' with fields for Email Address(es) (gh@esi-estech.com), Single Sign-On (Google and Microsoft 365 options), New Password, Confirm New Password, and Current Password; and 'Change Voicemail PIN' with a field for New PIN. The page has a 'Cancel' button and a 'Save' button at the bottom right.

- **Current Password** - The Current Password field is required to be filled out with your current password if any changes are made to any of the Change Account Security options.

Change Voicemail PIN

The Change Voicemail PIN option allows you to change the 4-digit numeric password used to check voicemail messages over the phone. The voicemail PIN is not the same as the eConsole login password.

Log Out

Back on the homepage is the Log Out [Log Out](#) option which will log you out of the eConsole Dashboard and take you back to the login page.

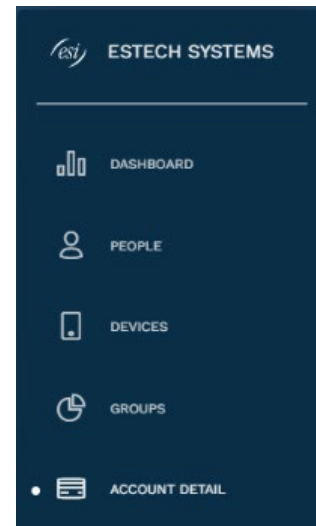
eHelp

Click eHelp [eHelp](#) to go to the [ESI Resource Library](#), which is a public web page containing ESI's documentation and help videos.

Access Dashboard

Click Access Dashboard [Access Dashboard](#) to open a new tab for managing ESI Access Devices.

Here you can manage and view the activity of your access Devices and People as well as create time plans (schedules). For details on the Access Dashboard, see document 0455-0288 Access Dashboard User's Guide found on the [ESI Resource Library](#).



SMS Campaigns

SMS campaigns are a powerful way for businesses to communicate with their consumers. This is an optional service that ESI offers to small businesses.

If your company has subscribed to the SMS campaigns service and you are one of the SMS campaigns administrators for your company, clicking on SMS Campaigns [SMS Campaigns](#) will open a new tab to the MessageMedia web page where you can then log in with your MessageMedia credentials.

Please check out [MessageMedia](#) for more information about SMS Campaigns.

Report an Issue

Click on Report an Issue [Report an Issue](#) to open a troubleshoot ticket with ESI Support.

Enhanced Call Security

With the proliferation of Voice over IP (VoIP) systems, eavesdroppers have come up with new ways to listen in on private conversations. Because VoIP communications are digital, they rely on software and data networks to facilitate voice exchanges, making them susceptible to many of the same types of threats found in other digital systems. Someone who hacks into a VoIP network can use a protocol analyzer to intercept and record phone conversations without callers knowing.

Those customers that have particular concerns about the confidentiality of the calls between their users, such as banks, medical, and legal businesses, would benefit from this optional feature.

Concerns about the security of calls via the public Internet have been addressed by encryption of the of the call components for secure transmission. TLS (Transport Layer Security) is the top and most powerful transport layer that protects your VoIP calls from hackers and eavesdropping attacks.

TLS helps safeguard your SIP voice in the following ways:

- **Encryption:** Calls are transmitted over the internet using ciphertext (a random string of text) to shield data from unauthorized sources.
- **Authentication:** Process of authenticating parties exchanging calls and messaging.
- **Verification:** Process of verifying that call data wasn't compromised and a secure SIP delivery took place.

The SRTP (Secure Real-Time Transport Protocol) is a security profile for RTP that adds confidentiality, message authentication, and replay protection to that protocol. Once the TLS session is established, the SIP session will now take place where the negotiation of media will also be handled. Note that, with SRTP, the encryption parameters for the RTP are contained within the SIP signaling (which is why TLS should be used for SIP in the first place). SRTP therefore encrypts the call's payload.

In the initial session initiation of a call, one of the first checks done is if both endpoints involved in the call support TLS. If one of them does not, then the call is completed as usual and therefore the call is not encrypted.

ESI offers today the Enhanced Call Security for all our endpoints (desk phones and the *ePhoneGO 2™* mobile app.) utilizing TLS and SRTP. This is an optional feature that can be enabled across an entire domain. Please contact ESI Sales for details - <https://www.esi-estech.com/contact-us>.

Notice that the ESI Webphone uses HTTPS (web security protocol), not TLS/SRTP and is therefore not associated with the Enhanced Call Security feature.

Important Note: Once the feature has been ordered and activated for a domain, for changes to take effect, desktop phones should be unplugged and plugged back in to update the phone.

ESI ePhoneGO 2™ users must logout to reset the application, and then log back into the mobile app.

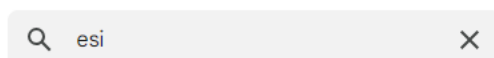
ESI Click-to-Call Google Chrome extension

What is ESI Click-to-Call

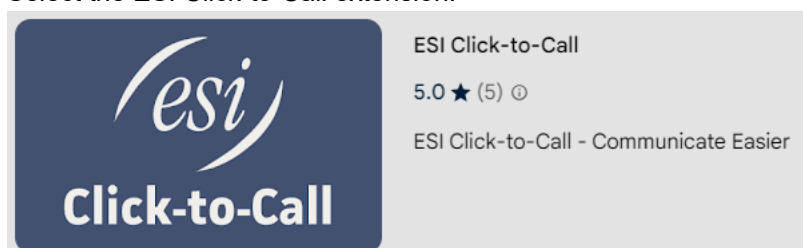
ESI Click-to-Call is a Google Chrome extension that allows users to initiate outgoing calls by clicking directly on phone numbers found in emails, websites, and most web-based CRMs.

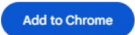
Installing the Click-to-Call extension on Google Chrome

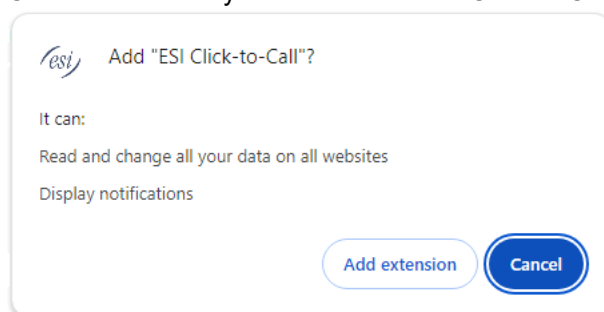
1. Open the Google Chrome web browser.
2. Go to the chrome web store <https://chromewebstore.google.com/?hl=en>
3. Type ESI into the search bar and press Enter.



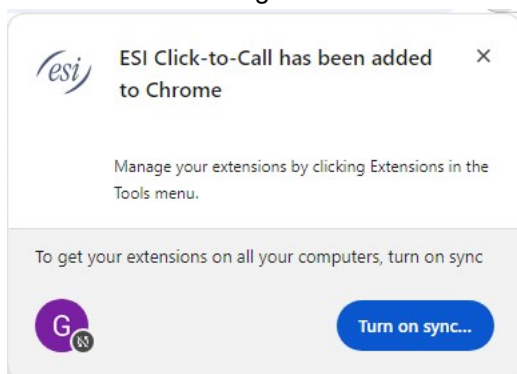
4. Select the ESI Click-to-Call extension.



5. Click Add to Chrome .
6. Chrome will ask if you want to add ESI Click-to-Call. Click Add extension.

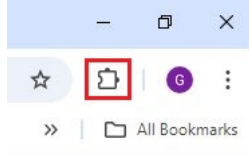


7. You will see a message that ESI Click-to-Call was added to Chrome.

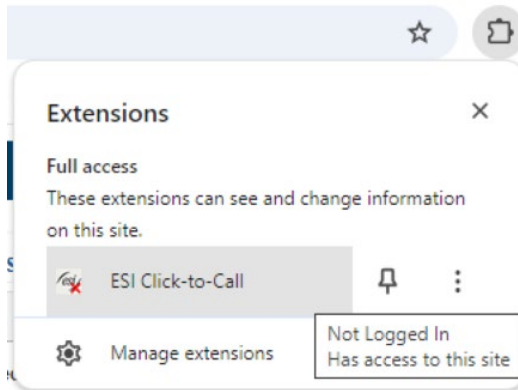


Logging in

1. You will see an icon that looks like a puzzle piece in the top right corner of Google Chrome. Clicking on this icon will reveal all of the installed Google Chrome extensions. Click on it.




2. You will see a popup. If you hover the mouse pointer over ESI Click-to-Call you will see a message that you are not logged in.



3. Click on the ESI Click-to-Call extension and you will be presented with a login. Enter your ESI phone Username and Password and click Log in.

A screenshot of the ESI login page. At the top is the ESI logo. Below it, the text 'Please Sign in' is displayed. There are two input fields: 'Login:' with a sub-label 'Username', and 'Password:' with a sub-label 'Password'. At the bottom is a 'Log in' button.

4. Once logged in, you will see a popup that shows your name, number, Number tagging, Log out and Options. Make sure Number tagging is on. You can access this popup any time by clicking the Extensions icon  in the top right corner of Google Chrome.

A screenshot of the ESI user profile popup. At the top is the ESI logo. Below it, the user's name 'Gary H' and number '2600' are displayed. There is a toggle switch for 'Number tagging' which is currently 'ON'. At the bottom are two buttons: 'Log out' with a user icon and 'Options' with a gear icon.

- You can toggle Number tagging on and off via the toggle switch
- You can log out of Click-to-Call
- Click Options for a list of ESI Click-to-Call Settings.



- **Incoming Call Notifications:** This gives you a screen pop on your browser with Caller ID info.
- **Audio Notifications:** Audio can be played to notify you of an incoming call.
- **Click-to-Call follow my answering rules:** Route calls initiated from ESI Click-to-Call to your preferred device(s).
- **Click-to-Call ring my extension only:** Calls initiated from ESI Click-to-Call will be routed to your primary device.
- **Click-to-Call auto answer my phone:** Automatically begin your call without needing to pick up your phone (only available on your primary device).
- **Number tagging:** Allow the tagging of phone numbers throughout your browser.
- **Desktop Notifications:** A screen pop will be shown above all windows currently open on your computer.
- **Outbound Caller ID:** A screen pop will be shown above all windows currently open on your computer.
- **Open The Cloud Communications Dashboard:** This opens eConsole.
- **CLOSE:** Close ESI Click-to-Call Settings.

Using Click-to-Call

1. The Click-To-Call extension will turn phone numbers that appear in google apps into a clickable dial key.

- Before Click-to-Call is enabled.




A 3701 E. Plano Pkwy, Ste 300, Plano, TX 75074
P 972.422.9700
F 972.422.9705


- After Click-to-Call is enabled. Notice that the phones numbers now look like buttons.


A 3701 E. Plano Pkwy, Ste 300, Plano, TX 75074
P  972.422.9700
F  972.422.9705


2. Hover your mouse pointer over the phone number and Click it.



A 3701 E. Plano Pkwy, Ste 300, Plano, TX 75074
P  972.422.9700
F  Click to dial this number: 9724229700

- You will see a popup containing the number. You can click Dial  to dial the number, click Cancel , or click the edit button  to open [Click-to-Call Settings](#).

 **Click-to-Call**

Your outbound Caller ID is:
19724229700 

Confirm dialing this number:
 9724229700

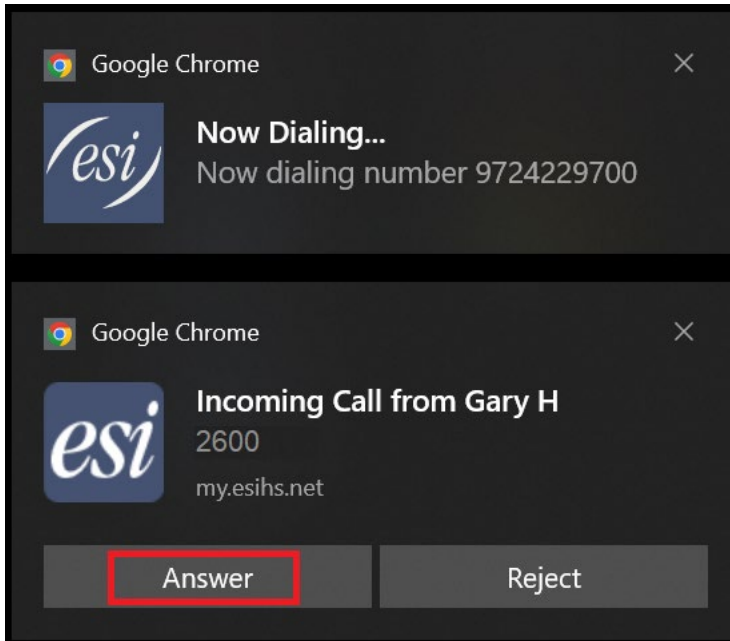
 

3. Click Dial 

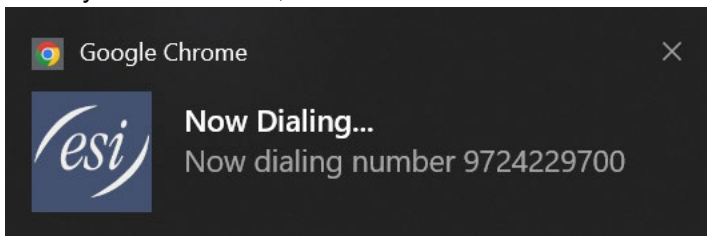
- When you click Dial, you will get a notification that Click-to-Call is dialing the number.

Now dialing number 9724229700

4. You will see a notification of an incoming call. Click Answer.



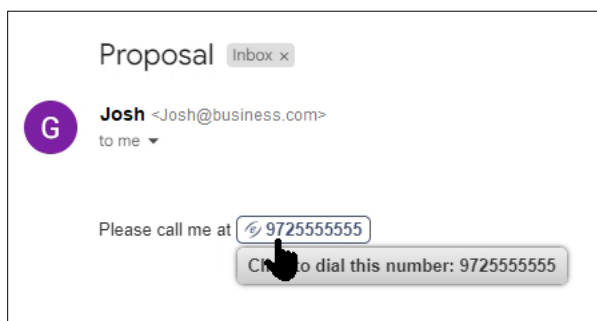
5. When you click Answer, Click-to-Call will dial the number.



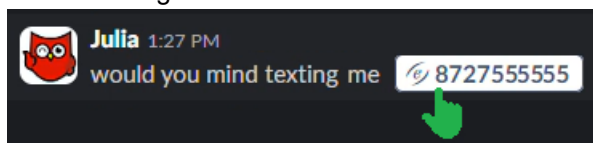
Where can I use click to call

You can use Click-to-Call pretty much anywhere in Google Chrome.

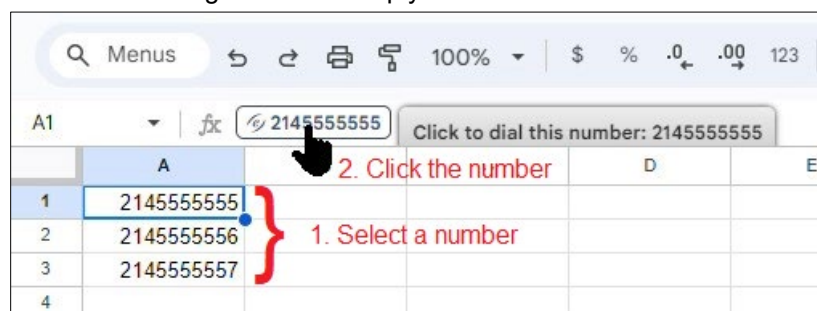
You can click a number in an email.



You can click a number in a text message.



Click-to-Call also works with Google sheets. Simply select the number and then click it as shown below.



Watch these videos for more helpful information on Click-to-Call.

https://www.esi-estech.com/hubfs/webvids/how-to_ecloud_click-to-call-using-the-application.mp4

https://www.esi-estech.com/hubfs/webvids/how-to_ecloud_click-to-call-overview.mp4